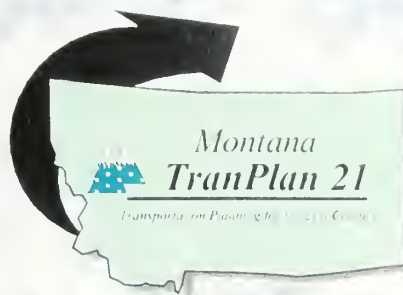




Montana Department of Transportation



1999 Transportation Stakeholders Survey

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1999 Transportation Stakeholder Survey

TranPlan 21 Public Involvement





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EXECUTIVE SUMMARY

The primary purpose of this report is to describe the data collected by the 1999 Montana Department of Transportation (MDT) Stakeholder Survey. It also references the 1999 Public Involvement Telephone Survey as a baseline for relevant comparison between the general public and transportation stakeholders. Lastly, the report provides a comparison to the 1997 Transportation Stakeholder Survey.

Stakeholder surveys are a critical part of MDT's public involvement process. They examine transportation stakeholders' perception of the current condition of the transportation system in Montana and consider possible actions and priorities that could be taken by MDT to improve the transportation system. The public involvement process affords citizens, constituency groups, transportation providers, Montana's Native American tribes, and state and federal agencies the opportunity to participate in planning and project development. Public involvement at the planning level reduces the potential for future controversy and ultimately results in a better statewide transportation system. The survey also helps MDT staff determine changes in the public opinion that indicate a need to update Montana's statewide multimodal transportation plan, TranPlan 21.

Six stakeholder groups, each with diverse transportation interests, were identified to participate in the survey. The groups included:

- Metropolitan Planning Organizations and urban areas
- Commercial trucking, rail freight, air freight, and intermodal interests
- Passenger transportation interests including local transit, intercity bus, rail, and air
- Bicycle and pedestrian interests
- Environmental organizations and associations
- State and federal agencies

Stakeholders were selected from MDT's Newsline database, which consists of individuals, organizations, associations, businesses, and government agencies with an interest in transportation related issues. In addition to the stakeholder groups listed above, surveys were also sent to Montana's Native American tribes. Unlike respondents for the other groups, the tribes were not considered a homogeneous stakeholder group. The analysis of the data for each responding tribe was done separately to ensure that each was represented as a sovereign nation.

Survey Format

The survey format consisted of two parts except for the Native American group, which only contained Part I. Part I of the survey included a wide range of transportation questions that were also asked of Montana residents during the 1999 Public Involvement Telephone Survey. Using the same questions allowed for relevant comparisons between the stakeholders and the public. Questions appearing in Part II of the survey were specific to the stakeholders' areas of interest and were meant to

provide MDT policy makers and planners more specific insight into the groups' needs and areas of concern.

The survey was administered July 30, 1999, with a due date of August 30, 1999. A total of 418 survey packages were mailed to the six stakeholder groups; eleven packages were returned with no forwarding address. The packages included a cover letter, a transportation trends/facts sheet, and a pre-stamped, self-addressed envelope. Of the stakeholders who received a survey package, 141 participated in the survey. This translates to a 34% response rate. Mail surveys with a response rate over 30% are rare and considered exceptional. Table 1 shows the total number of surveys sent to each stakeholder groups and their matching response rates and percentages. The response rates from the different stakeholder groups varied from a low 23% for the environmental group to a high 64% for the urban group. The environmental group's response rate doubled this year compared to 1997's survey. The response rates for the stakeholder groups are considered fair to excellent. The Native American group response rate was down compared to last time. Unlike the 1997 survey, the tribes were not contacted by telephone as a follow up and one of the respondent's tribe was unidentifiable.

STAKEHOLDER GROUP	SURVEYS SENT	STAKEHOLDER RESPONSE	PERCENT RESPONSE
Intermodal Freight	121	30	25%
Passenger Transportation	91	43	47%
Environmental	57	13	23%
State & Federal Agencies	35	14	40%
Bicycle / Pedestrian	92	28	30%
Urban*	14	9	64%
Tribes	8	4	50%
TOTAL	418	141	34%

Table 1

*Surveys were sent to a representative of every single agency or organization within this stakeholder group.

➤ Highlights

Satisfaction with the Transportation System

Respondents were asked to rate their satisfaction with the transportation system on a scale of one to ten. Though the midpoint is 5.5, a response of 5.0 is considered the "middle response". Anything above 5.0 represents the intensity of satisfaction and anything below 5.0 represents the intensity of dissatisfaction. Stakeholder satisfaction with the different system components was obtained by averaging the different stakeholder responses by individual group rather than averaging all of the responses over the total number of stakeholders. A total stakeholder average would have biased the response towards those stakeholder groups with higher participation. In general,

stakeholders were slightly less satisfied than the public with most transportation system components. As illustrated in Figure 1, stakeholders were slightly dissatisfied with:

- City streets
- Pedestrian walkways
- Bicycle pathways
- Bus depots
- Buses between cities
- Taxis
- Passenger rail services

These are the same areas of dissatisfaction in 1997's survey, except for city streets

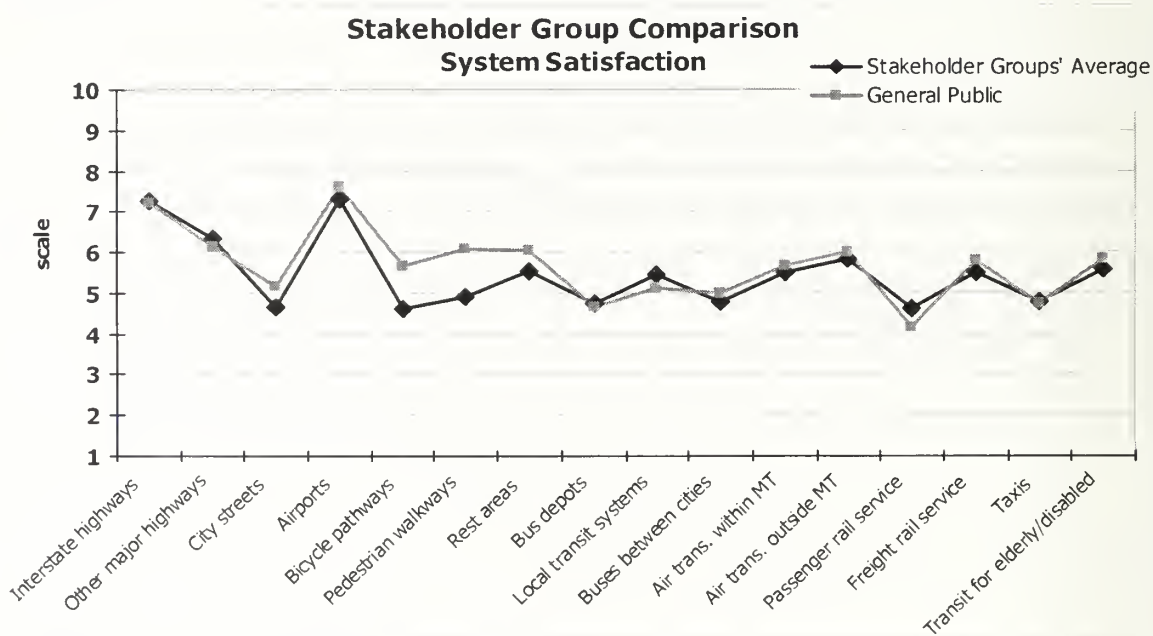


Figure 1

took the place of local transit (See Figure 1a). The level of dissatisfaction by a majority of stakeholder groups in rating several of the transportation system components is of concern and is addressed by TranPlan 21, Montana's statewide multimodal transportation plan.

Given the varied interest of the six stakeholder groups, one can expect to see differences of opinion in rating Montana's transportation system. This is especially evident with the "non-traditional" transportation components, such as bicycle pathways, pedestrian walkways, and local transit. There were greater variances between dissatisfaction to satisfaction in these components. However, all six stakeholder groups rated the remaining components in a similar fashion.

When asked to rate their overall satisfaction with Montana's transportation system, stakeholder groups were less satisfied than the general public who gave the system a satisfaction rating of 6.30. Yet, there was some increase for many of the individual groups. Figure 2 shows the mean scores for the different groups and a comparison



Figure 1a



Figure 2

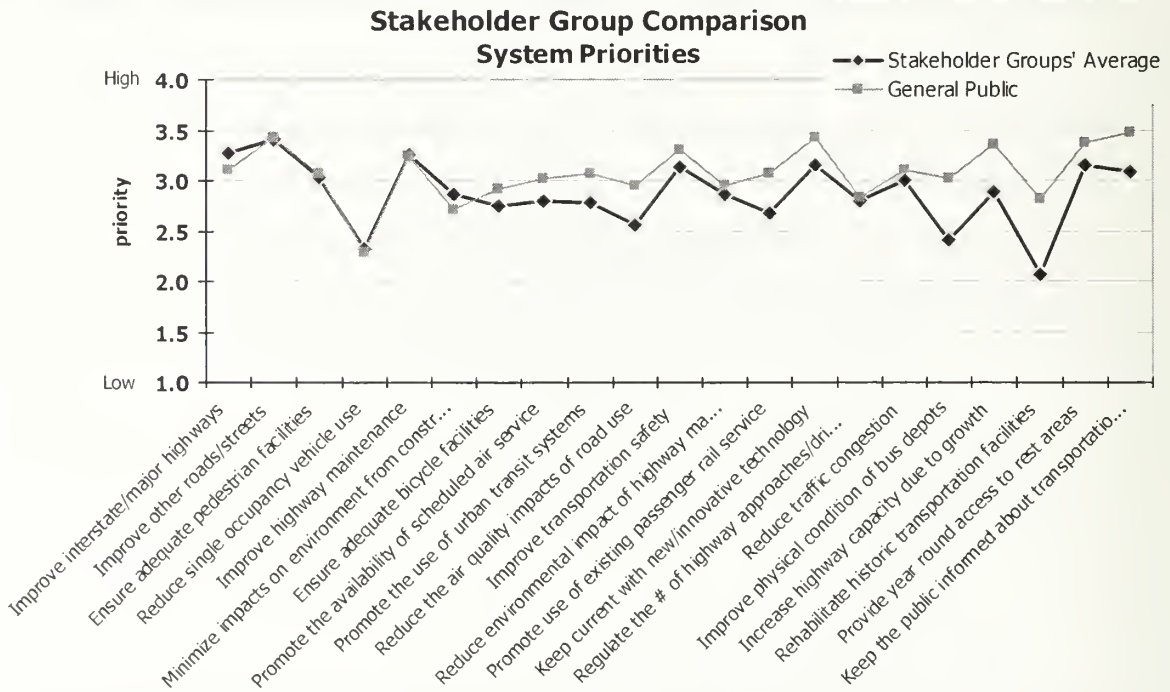
from the previous stakeholder survey. Overall, most groups' ratings still fell within an average satisfaction range. The bike/ped stakeholder group was the exception, being the least satisfied with a mean score of 4.88.

Prioritizing Actions to Improve the Transportation System

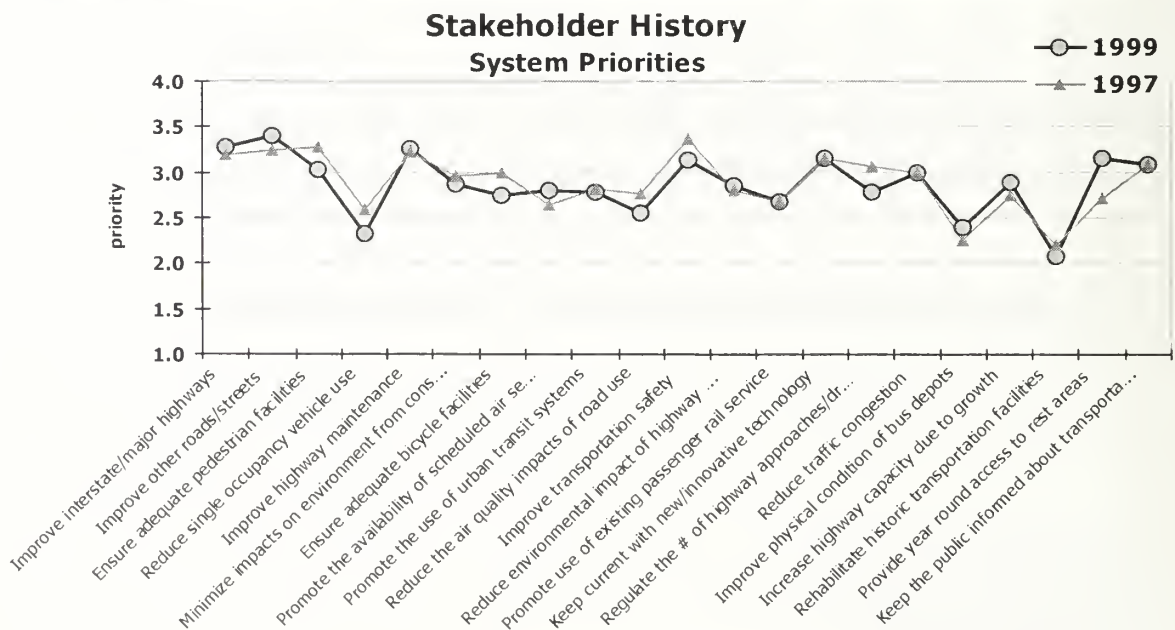
Stakeholders were asked to prioritize 21 possible actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four and given four choices of priority categories:

- "No priority" coded as one
- "Low priority" coded as two
- "Medium priority" coded as three
- "High priority" coded as four

Again, stakeholder prioritization was averaged by group rather than by individual stakeholder. Figure 3 compares mean priority scores between the stakeholder and telephone surveys and Figure 3a compares 1997's stakeholder survey results to 1999's results. The public tended to give most area actions higher priority ratings than the stakeholders. However, both of the groups gave 'reduce single occupancy vehicle use'



Figures 3 & 3a



and 'rehabilitate historic transportation facilities' the lowest priority ratings. It is interesting to note that stakeholders were generally more dissatisfied with the transportation system than the public, yet they gave lower priority ratings.

Satisfaction with MDT's Level of Cooperation

A primary responsibility for MDT is service to the public. Stakeholders across all groups were asked how satisfied they were with the overall level of cooperation and service provided to them and their constituency by MDT. The passenger transportation group was the most satisfied (8.33) with MDT's level of cooperation and service. Once more, the bicycle/pedestrian group gave a below average satisfaction rating of 4.8 (see Figure 4). Each groups' level of satisfaction with MDT's cooperation and service improved from 1997's ratings.

➤ Key Findings

Responses that were specific to the stakeholders' area of interest are summarized below. They provide MDT policy makers and planners insight into the groups' needs and areas of concern.

Intermodal Freight Group

- In terms of the ability to move freight using transportation modes available in Montana, survey respondents gave trucks the highest rating for most performance factors which included frequency of service, reliability of service, cost of service, transit time to facility, and facility capacity. Planes rated slightly higher than trucks in accessibility of facilities. Freight rail received the lowest ratings throughout. Planes received the worst rating (83%) with cost of service being poor to fair.
- Respondents were asked to indicate their usage of various intermodal linkages. Truck/truck linkages were the most preferred linkages used by both the stakeholders and their constituencies in Montana.
- An overwhelming 83% of the respondents ranked federal regulations as having extensive impacts on their operations.
- When asked whether NAFTA has a negative impact on their operations, 40% believed NAFTA has a negative impact, whereas 20% felt NAFTA has either a very positive or a somewhat positive impact on their operations. This is a significant change from 1997 responses, which were 27% and 29% respectively.

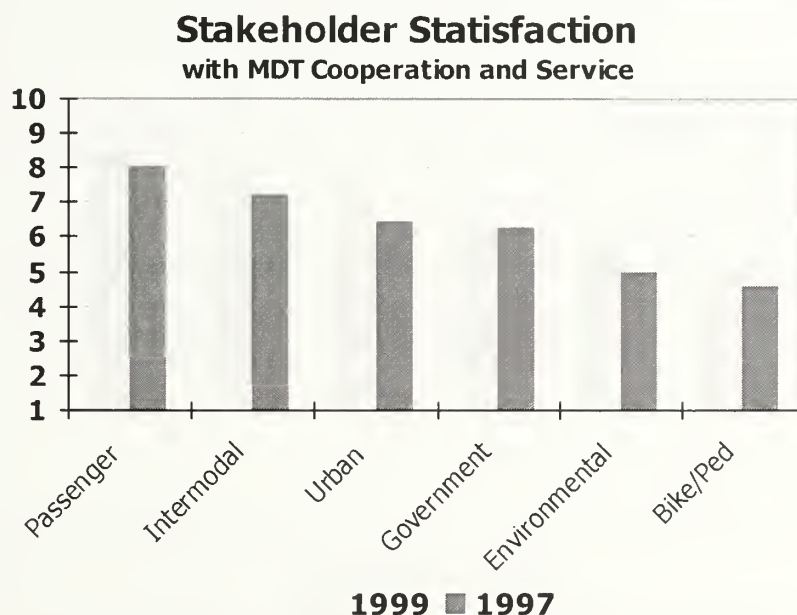


Figure 4

- Improving interstates, highways, other roads/streets, and improving highway maintenance are high priorities with this group. Respondents are most dissatisfied with passenger rail services.

Passenger Transportation Group

- With the exception of intercity bus service, most respondents felt that the federal government should provide the major share of funding for all passenger transportation services.
- A majority (66%) of the respondents felt that service was good to excellent in meeting the needs of the elderly and disabled in their area. However, a lower percentage (39%) felt the same was true for the public in their area.
- Stakeholder participants (65%) believe the public is not very interested in implementing strategies to decrease single occupancy vehicle use in their area. Forty-two percent of the respondents think passenger infrastructure is adequate.
- The respondents of this group were least satisfied with city streets and their highest priority was improving the condition of other roads and streets.

Environmental Group

- When asked whether MDT's funding priorities in terms of system preservation versus capacity expansion over the past 10 years were too high, about right, or too low – a majority (75%) of the respondents felt that MDT's funding priorities were about right.
- 42% of the respondents believed MDT was doing a good job in providing and promoting alternative transportation.
- On average, stakeholders were satisfied with MDT efforts in serving their needs. This included providing timely response to inquiries, providing technical information upon request, and providing adequate notification period of upcoming projects. There was an exception; the respondents were dissatisfied with MDT efforts in listening to stakeholder concerns.
- The respondents in this group were least satisfied with bicycle pathways and pedestrian walkways. However, their highest priority (3.9 out of 4.0) was minimizing the impacts on the environment due to construction.

State and Federal Agencies Group

- Survey respondents were asked how important transportation issues were to their agency on a day-to-day basis. All of those surveyed indicated that transportation issues played some role in their agency on a day-to-day basis with 46% stating that transportation issues were very important to their agency.
- In characterizing their knowledge of MDT and its activities, 57% of stakeholders responded that their knowledge of MDT varied by issue. However, 21% felt they were very knowledgeable regarding MDT and its activities.
- The State/Federal group was satisfied with MDT efforts in serving their needs. This included providing timely response to inquiries, providing technical information upon request, listening to agency concerns, and providing adequate notification period of upcoming projects.

- The State/Federal stakeholder group was the most dissatisfied with all of the transportation system components. Eight out of sixteen areas were rated below satisfactory. Providing year round access to rest areas was this group's highest priority, which was one of the transportation system components the group was satisfied with.

Bicycle/Pedestrian Group

- Respondents were asked to rate accommodations/facilities across Montana that concern them both as a cyclist and as a pedestrian. Roadway shoulder sweeping and providing a separate bicycle path received the lowest scores (2.29 and 2.58 out of 10).
- Stakeholders indicated a high importance on usable shoulder widths, camping areas, and rumble strip locations to be included on a state bicycling map.
- Stakeholders were asked to rate the importance of several factors concerning riding/walking a particular roadway. The highest level of importance was given to shoulder widths (the same as 1997's results).
- When asked whether stakeholders or their constituents prefer using a separate bicycle/path (if available) versus the roadway shoulder, 57% responded they would prefer using a separate bicycle/pedestrian path. This is more of an equal split compared to 1997's results, which was 80%.
- The two highest priorities to this group were ensuring adequate bicycle and pedestrian facilities.

Urban Groups

- In terms of actions to improve the transportation system in their area, stakeholders placed the two highest priorities on identification of needed future travel corridors and corridor preservation through early property acquisition.
- Receiving the lowest priority rating among the different actions listed to improve the transportation system was promoting alternative modes of transportation through educational programs (same as 1997's survey results).
- The respondents in this group were the least satisfied with passenger and freight rail services.

Intermodal Freight Stakeholder Group

Stakeholders

Various intermodal and freight interests from across Montana were included in this group. Stakeholders included representatives from trucking, air freight, rail freight, and freight forwarding industries and associations.

Response Rate

A total of 121 survey packages were mailed to this group. Two packages were returned without any forwarding address. Thirty responses were received with a response rate of 25%, which is less than the 1997 response rate.

➤ Part I

When asked to rate their satisfaction on a scale of 1 to 10 with various transportation system components, both the intermodal group and the general public followed a comparable response pattern. The stakeholders were slightly more satisfied with some of the transportation system components. Areas that rated higher include bicycle pathways, pedestrian walkways and local transit systems. As seen in Figure 5, both the

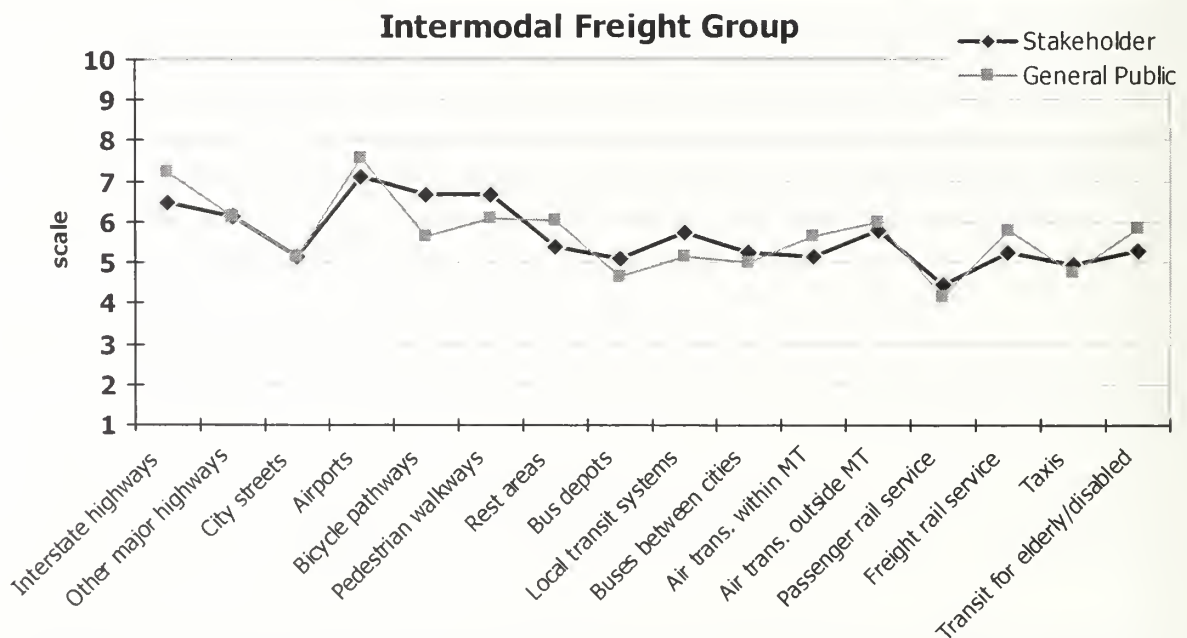


Figure 5

stakeholder group and the public ranked airports as their highest area of satisfaction and passenger rail service ranked the lowest. Compared to 1997's survey, the

respondents this year expressed higher levels of satisfaction in almost all system components (see Figure 5a). When asked to rate their overall satisfaction with Montana's transportation system, the intermodal freight group was slightly less satisfied (6.0) than the public (6.3). This response is close to 1997's results for this group, which had a mean score of 5.91.

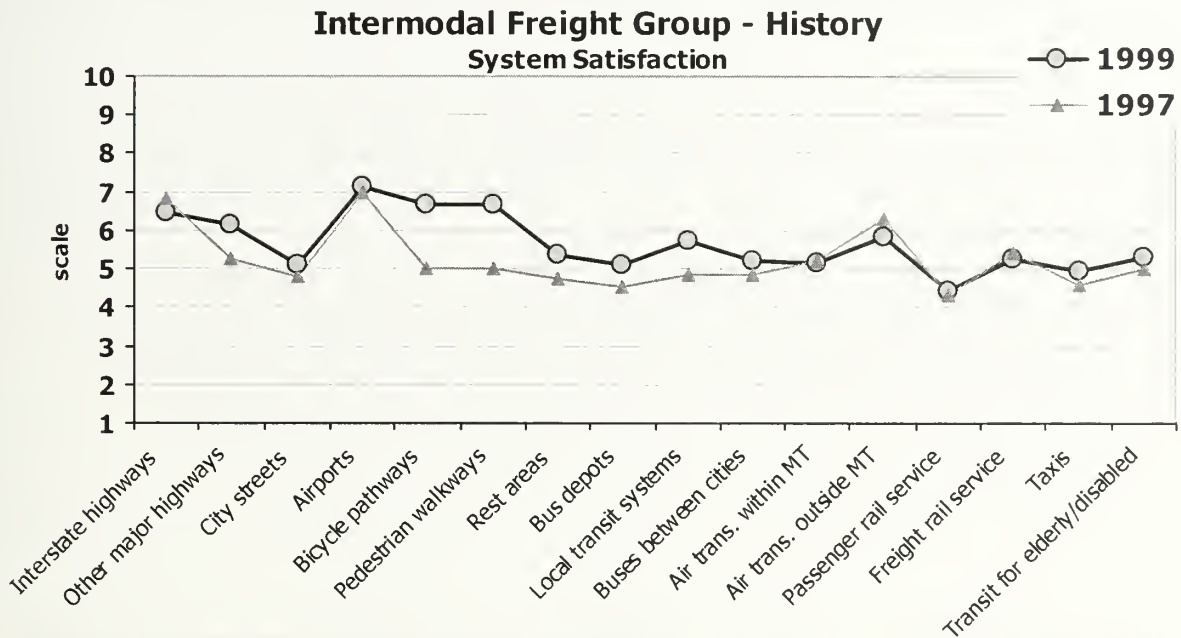


Figure 5a

In both surveys, respondents were asked to prioritize 21 actions that could be taken by MDT to improve the transportation system in Montana. The actions were rated on a scale of one to four; actions of 'no priority' were coded as one and actions of 'high priority' were coded as four. Figure 6 compares the mean priority scores between the two surveys. Unlike the public who rated most actions medium to high (3.0 and above) the intermodal freight respondents gave a lower priority rating to most actions. The intermodal freight group gave several actions low priority, including the following:

- Minimize impact on environment from construction (1.97)
- Reduce single occupancy vehicle use (1.93)
- Reduce air quality impact of roadway use (1.84)
- Ensure adequate bicycle facilities and (1.77)
- Rehabilitate historic transportation facilities (1.71)

The data indicates that, in general, intermodal freight stakeholders do not believe MDT should place a high priority on activities that do not directly improve the condition of roadways. This group does not consider such activities such as 'ensuring adequate bicycle facilities' and 'rehabilitating historic transportation facilities' as being relevant in improving the transportation system in Montana. On the other hand, activities such as improving other roads/streets, interstate and major highways, and improving highway

maintenance were given high priority rankings by this stakeholder group. The priorities for this group have not changed much since 1997's survey (see 6a).

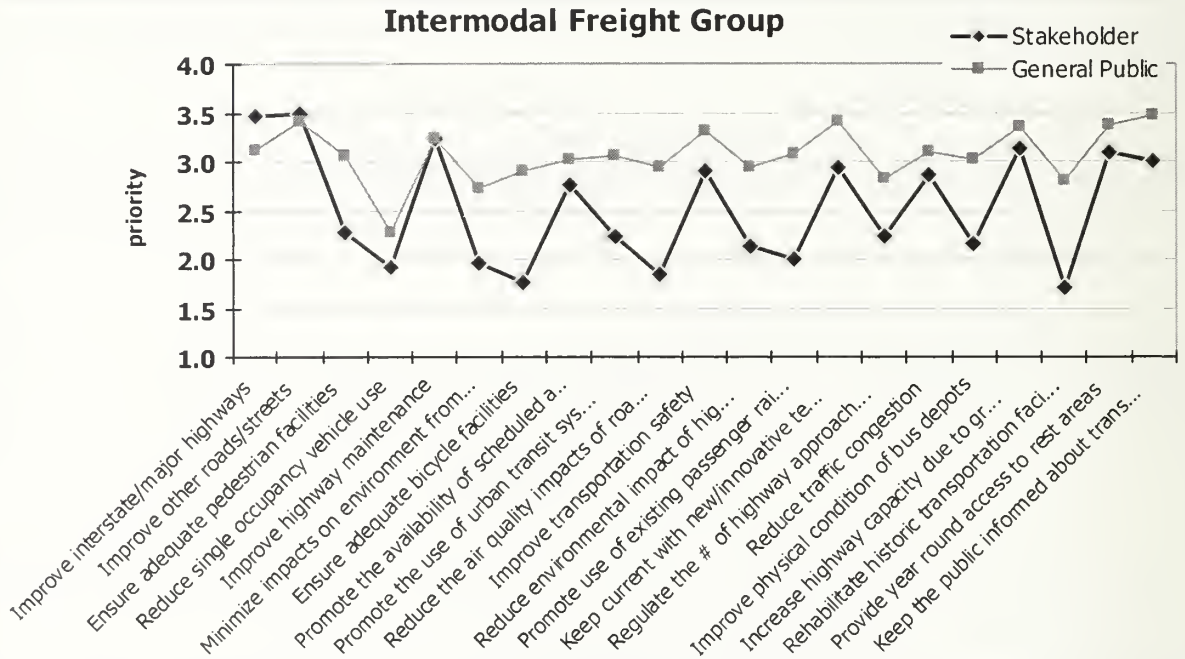
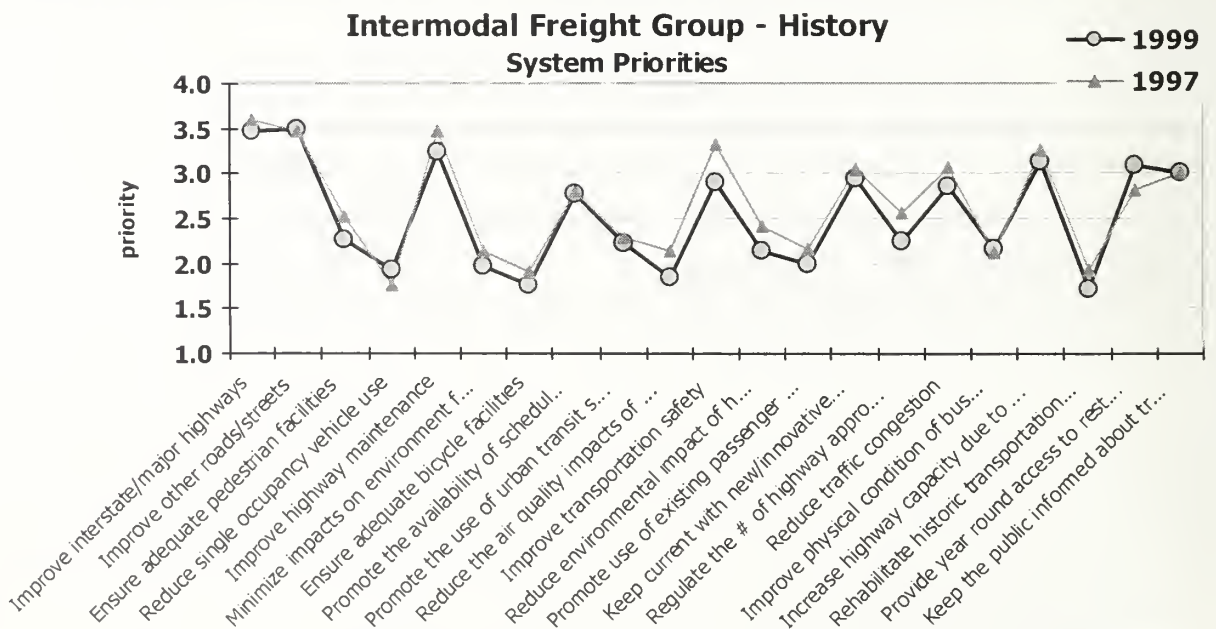


Figure 6

Figure 6a



➤ Part II

In response to the question on how satisfied the stakeholders were with the overall level

PERFORMANCE FACTOR	TRANSPORT MODE	POOR / FAIR	GOOD / EXCELLENT
Frequency of Service	truck	10%	90%
	rail	72%	28%
	plane	59%	41%
Reliability of Service	truck	10%	90%
	rail	80%	20%
	plane	41%	59%
Cost of Service	truck	23%	77%
	rail	73%	27%
	plane	83%	17%
Accessibility of Facilities	truck	42%	58%
	rail	75%	25%
	plane	41%	59%
Transit Time to Facility	truck	26%	74%
	rail	65%	35%
	plane	52%	48%
Facility Capacity	truck	18%	82%
	rail	44%	56%
	plane	41%	51%

of cooperation and service provided to them and their constituencies by MDT, most felt MDT was doing a good job. Using a scale of one to ten, the respondents gave MDT an overall satisfaction rate of 7.36, which is somewhat higher than the 1997 rate.

In terms of the ability to move freight using transportation modes available in Montana, survey respondents gave trucks the highest rating for most performance factors which included frequency of service, reliability of service, cost of service, transit time to facility, and facility capacity.

Table 2

Planes rated slightly higher than trucks in accessibility of facilities. Freight rail received the lowest ratings throughout. Planes received the worst rating (83%) with cost of service being poor to fair. Table 2 gives the percentage breakdown on how respondents felt the different modes ranked in their ability to move freight.

Using a percentage, respondents were asked to indicate their use of various intermodal linkages. These linkages included air/truck, air/rail, rail/truck, and truck/truck. Table 3 shows the preferred linkages used by both the stakeholders and their constituencies; truck/truck was the most preferred. There was little change of linkage use when compared to 1997 survey results.

Survey respondents were asked to what extent federal, state, and city/county

INTERMODAL LINKAGES	% USED
Air / Rail	0.2%
Air / Truck	13.1%
Rail / Truck	23.2%
Truck / Truck	63.5%

Table 3

regulations impacted their operations. An overwhelming 83% of the respondents ranked federal regulations as having extensive impacts on their operations. 60% and 24% of the respondent respectively ranked state and city/county as having regulations that extensively impact their operations. The majority of those surveyed said there was some to very little impact to their operation due to regulations at the city/county level. These results were the same for 1997's survey.

When asked whether NAFTA had any impact on their operations, 40% believed NAFTA has a negative impact on their operations, whereas 20% felt NAFTA has either a very positive or a somewhat positive impact on their operations. Table 4 shows the percent of respondents affected in each category for the 1999 and 1997 surveys.

IMPACTS TO OPERATION DUE TO NAFTA	PERCENT OF RESPONDENTS	
	1999	1997
Very Positive	10.0%	14.6%
Somewhat Positive	10.0%	14.6%
Not Sure	16.7%	25.0%
Not Impacted	23.3%	18.7%
Negative	40.0%	27.1%

Table 4

➤ **Comments**

Respondents were given the opportunity to provide additional input on transportation issues important to them not addressed in the survey as well as the opportunity to provide comments and/or suggestions to encourage a balanced freight system in Montana. Comments from three open ended questions asked in the survey are listed below.

Question #1 – Are there other transportation related issues that you think need to be address by the Montana Department of Transportation?

- Highway construction areas use of speed reduction zones – they continually reduce speed too far in advance of construction that in many cases, there is no construction or hazard to slow down for. The result is that motorists ignore signs never knowing if there is actual construction or hazard. The accidents that happen are your own fault! This is a serious problem.
- Get on the program of getting the highway from Lolo to Hamilton or Darby finished. The four lane from Missoula to Lolo does not hurt anything and the rest into a 4 lane would be a dream. We need the environment but it should not control our whole life like it seems to be doing, it has shut a lot of good loggers and truckers down and cost them their lively hood. This needs to be addressed right away and get this project finished. Make it all a 4-lane road and save lives. We don't need a wider 2

lane, that's back in the 50's thinking. Also, roads like Miller Creek in Missoula, so many more homes and cars, but still the same narrow little road.

- Uniformity Re: size and weights with Canada and western United States.
- Put rumble strips on all highways.
- I think sanding and plowing crews should work 24 hours a day to reduce traffic deaths in Montana.

Question #2 – What two major intermodal freight improvements would you suggest for Montana?

- Less expensive airline service.
- Standard weights between Canada and adjoining states.
- Trains and trucks
- No more NAFTA
- Fewer scale houses
- More fair enforcement
- More attention to highway routes to Hub centers.
- Creation of buffer zones between transportation corridors and residential areas.
- Get rid of the person running it now.
- Raise the bridge 11.02 on Rarus to allow double stack containers to move via Montana Western Railroad.
- Make Silver Bow Port of Montana equally accessible to all railroads.
- Closer loading point
- Reducing dredge costs
- As far as infrastructure, nothing, however continued communication with BNSF and UPSP to expand services and competitive rates would be a possibility for improvement.
- Monetary assistance for improvement of intermodal facilities.
- Highways access to intermodal facilities.
- Better rail service and lower prices
- Hubs and modular weight assessment
- More local trucks doing the hauling

- Get State of Montana trucks out of the hauling business

A variety of responses were given, however, two themes did emerge. Making enforcement and regulation more fair and consistent was one suggestion. The other theme dealt with hubs and intermodal facilities, such as improving them and making them equally accessible.

Question #3 – What possible actions could MDT consider to encourage a balanced freight system in Montana?

- Improve highways
- A better planned system
- Less NAFTA
- Uniform enforcement of weight laws
- Better access to warehousing
- Less regulatory interference
- Promote cost efficiencies and removal of artificial costs.
- Get rid of all the negative advertising towards truckers.
- Push for competitive access to the Silver Bow gateway for captive BNSF shippers.
- Make Silver Bow Port of Montana equally accessible to all railroads.
- Sponsor additional loading points in the Flathead and Eastern Montana.
- Encourage shippers to use these regional facilities-Spokane to Shelby is too far.
- Encourage and provide for manufacturing base in Montana. Lots of raw material outbound, little inbound requirements.
- Return regulation to trucking
- Rail competition
- Rail service
- Better air service

Again, regulation and intermodal/hub facilities were the main concerns in the comments made. Additional comments were made about better service for all the modes including rail and air freight.

Passenger Transportation Stakeholder Group

Stakeholders

Representatives from public transit agencies, social service agencies, intercity bus agencies, rail passenger interests, and air passenger interests from across Montana comprised this group.

Response Rate

A total of 91 survey packages were mailed to this group. One package was returned without a forwarding address and one survey was partially filled out. Forty-three responses were received (not including the partially filled survey) with a response rate of 47%, which is considered good for this type of survey.

➤ Part I

As Figure 7 illustrates, when asked to rate their satisfaction (on a scale of 1 to 10) with various transportation system components, there were some differences between the stakeholders and the general public. The components with the most discrepancies are in the level of dissatisfaction the passenger transportation group has with city streets, bike and pedestrian facilities, and rest areas. However, the stakeholder group is more satisfied with local transit than the public. Again, airports ranked the highest in satisfaction with both groups. Looking at the history of the two surveys, there was not

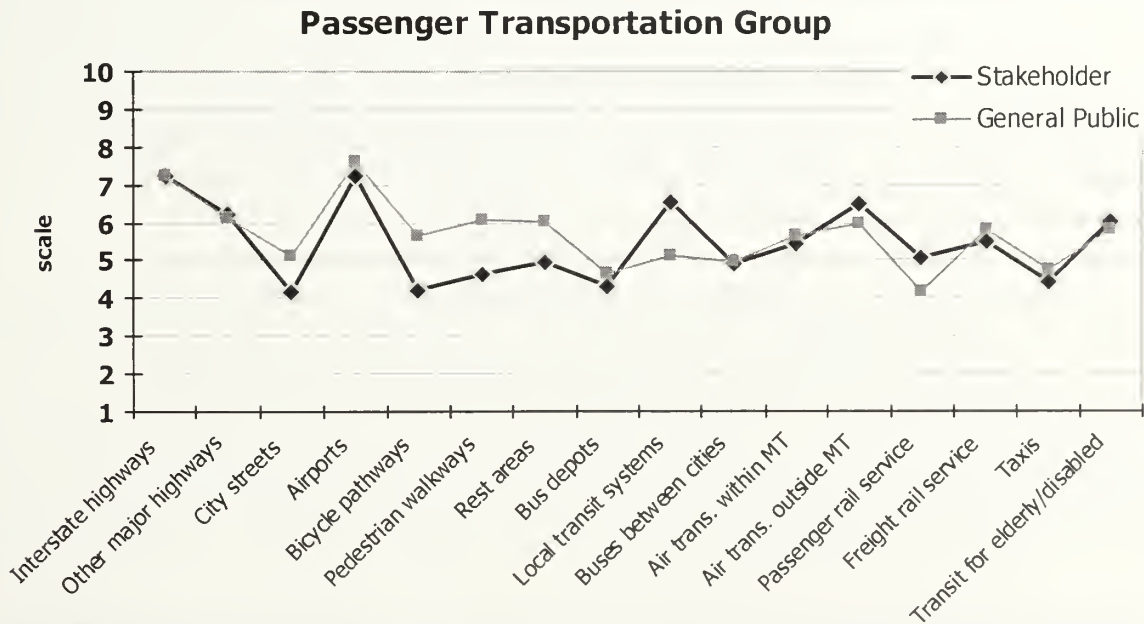


Figure 7

much change (see Figure 7a). This year there was higher satisfaction with local transit and passenger rail services and slightly lower satisfaction with city streets. When asked to rate their overall satisfaction with Montana's transportation system, passenger transportation stakeholders were slightly less satisfied (6.0) than the public (6.3). This is an improvement from 1997's survey overall rating (5.84).



Figure 7a

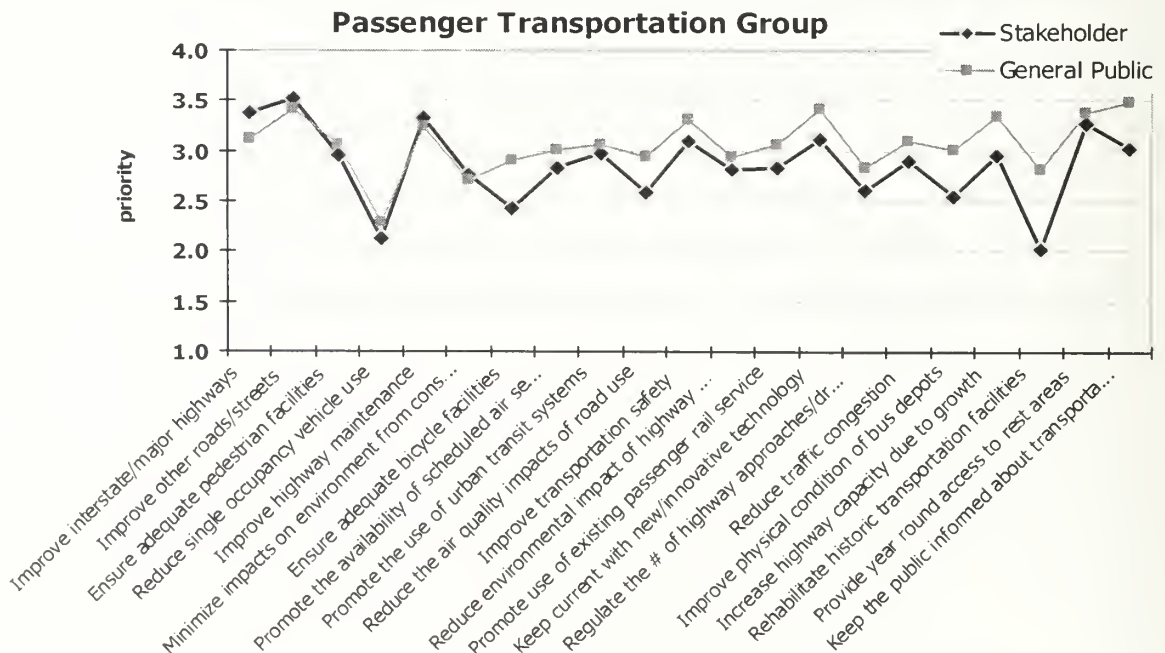


Figure 8

In both surveys, respondents were asked to prioritize 21 actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four. Actions of 'no priority' were coded as one and actions of 'high priority' were coded as four. Figure 8 compares the mean priority scores between the two surveys. Respondents in the stakeholder group rated about half of the actions as medium priority (mean score of 3.0) or higher. Both groups however, rated 'reducing single vehicle use' as a low priority. The stakeholder group also rated 'rehabilitate historic transportation facilities' as a low priority action for MDT. 'Improve other roads/streets' was rated the highest for this group, which is consistent with their dissatisfaction of city streets. Surprisingly, 'promote the use of urban transit' ranked slightly lower among this group than with the public.

The priorities for the passenger transportation group did not change much from 1997's survey. There were only slight changes (see Figure 8a).

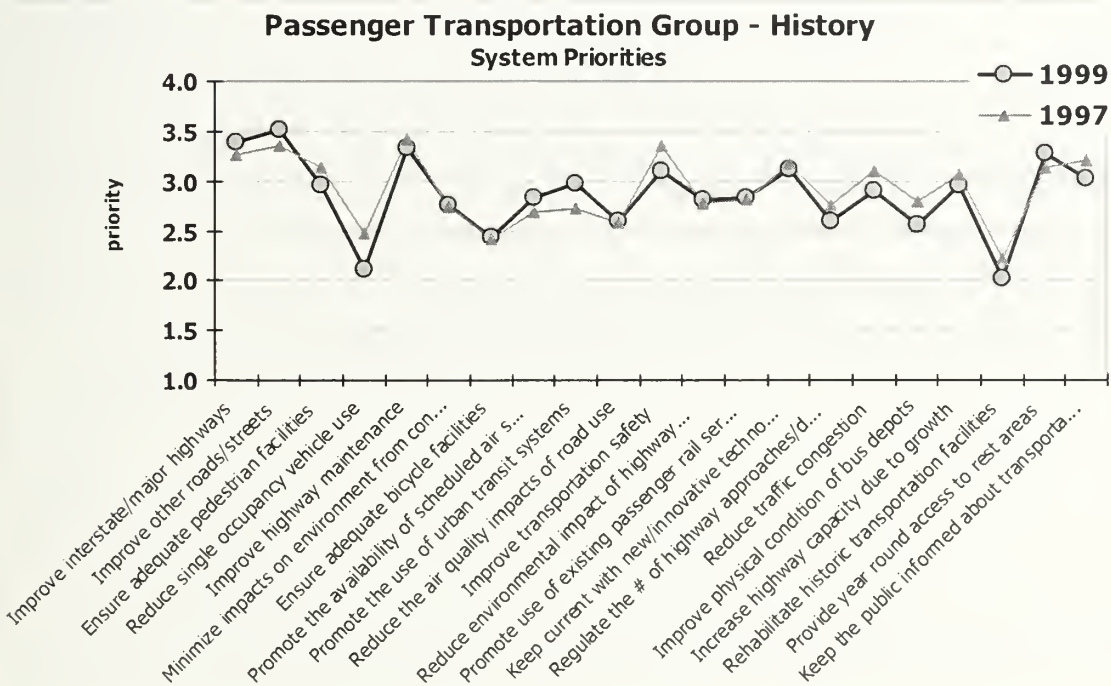


Figure 8a

➤ **Part II**

The stakeholder group rated the level of cooperation and service provided to them and their constituencies by MDT as very good. Using a scale of one to ten, the respondents gave MDT a satisfaction rating of 8.3. In fact, this was the highest rating given to MDT for cooperation and provision of services by any of the other stakeholder groups this year and in 1997.

Survey respondents were asked how they would prioritize fiscal responsibility between funding sources for the various passenger transportation services within Montana (see

Table 5). The funding sources were categorized as federal, state, city/county, and the public. Types of service included local transit for both the general public and the elderly/disabled, intercity bus, intrastate passenger rail and intrastate

SERVICES	FUNDING SOURCES - PREFERRED % SPLIT			
	FEDERAL	STATE	CITY / COUNTY	PUBLIC
Local Transit - Elderly/Disabled	57%	19%	15%	9%
Local Transit - General Public	32%	24%	17%	27%
Intercity Bus	25%	16%	28%	31%
Intrastate Passenger Rail	40%	21%	11%	27%
Intrastate Passenger Air	42%	19%	10%	30%

Table 5

passenger air. With the exception of intercity bus service, most respondents felt that the federal government should provide the major share of funding for each of the passenger transportation services listed. This is especially the case with local transportation for the elderly and disabled where respondents across all modes felt that the federal government should contribute 57% of the overall funding for this service. Public funding sources received the next to highest percentage share in funding responsibility. The exception to this is local transit for the elderly and disabled where respondents believed this group should be responsible for a minimal (9%) share of the overall funding.

NOTE: The federal government currently provides 80% of the funding for capital expenses (buses, vans) and no funding for operating costs for the elderly/disabled transit program in Montana.

The data indicated that for passenger transportation within Montana, respondents prefer a substantial percentage (69% to 91%) of the total funding be provided by federal, state, or local governments. One possible explanation for the seemingly high level of preferred government subsidy might be the respondents believe that Montana does not enjoy the economies of more populous states have in lowering passenger transportation costs.

Survey respondents were somewhat split in their perception of whether passenger transportation infrastructure (bus pullouts, curbs cuts, terminal, etc.) in their areas was adequate. Table 6 shows that 41.9% responded that the infrastructure was adequate, which is slightly higher than 1997's results.

PASSENGER INFRASTRUCTURE (bus pullouts, curbcuts, terminals, etc...)	ADEQUATE	NOT ADEQUATE	N/A
		41.9%	37.2%

Table 6

When asked whether marketing was an essential part of their organization's

transportation plan, 25.6% felt it was and 46.5% felt it was somewhat useful. When

asked about ride share programs, a majority (54.8%) of the respondents believed that employers should be responsible for implementing these programs, which is the same as 1997's results.

There was a wide disparity in responses to the question on whether passenger transportation services met the needs of the elderly/disabled and the general public. As seen in Table 7, a majority of the respondents felt that service was good to excellent in meeting the needs of the elderly and disabled in their area. Several felt that the service was poor to fair for the public.

	POOR	FAIR	GOOD	EXCELLENT	N/A
SERVICE FOR ELDERLY/DISABLED	14%	20.90%	53.50%	11.60%	0
SERVICE FOR GENERAL PUBLIC	41.90%	18.60%	30.20%	9.30%	0

Table 7

➤ **Comments**

Respondents were given the opportunity to provide additional input on transportation issues important to them not addressed in the survey as well as the opportunity to provide comments and/or suggestions to improve the passenger transportation system in Montana. The three open ended questions and their comments are listed below.

Question #1 – Are there other transportation related issues that you think need to be addressed by the Montana Department of Transportation?

- Safer system of turning lanes (specific problem area = Continental Drive, Butte)
- Make it easier for smaller towns to compete for grants for operation of buses.
- Better, snow removal in winter of highways
- Improvement of highways is our main concern.
- Affordable air travel
- Commuter train from Billings to Missoula connecting in Helena, Great Falls, Butte, Bozeman, and the Flathead.
- The road between 287 and 2 at Sappington Jct. could be straightened and new bridge at Sappington.
- Not possible to promote the uses of passenger rail service-have to go to Shelby to get service.
- Transportation for the elderly and disabled
- Highway 212/310 between Laurel and Rockvale needs to be 4-lane with the amount of traffic and improper dangerous passing that happens every day. Highway 307

between Columbus and Absarokee needs to be wider 2-lane, people are crazy on that road which is full of bad curves.

- Rest areas open 24 hours and 12 months.
- Promoting intermodalism between bus service, taxi service, and Amtrak across the Hi-Line
- Have bus and taxi services operate out of Amtrak stations as done in many locations across the country.
- Many rural areas and small towns are in need of increased handicapped and elderly transit, mainly for general use.

Several of the respondents commented about extending/expanding transit services. Another popular comment was increasing funding or making it easier to get more funding.

Question #2 – What action would you recommend to improve coordination between the existing local, regional, and intercity transportation providers?

- Make it economically more feasible to use electric cars.
- Regional meetings of local transportation advisory councils
- A team of board members from transportation provider
- Reduce the bureaucracy at your Helena office.
- I think Fergus Co. does a great job with coordination. I'm not sure what else other than the hospital nursing home requesting a bus through our agency.
- A transportation committee that has representative from all service providers in planning. City staff dominates the current transportation committee.
- Find a solution to insurance problem related to groups using vans/buses owned by non-profits. Someone (reunions, etc.) is always looking for buses to transport people for short periods of time. Because of possible litigation issues, it is very risky for a non-profit to let other groups use their vehicles.
- More funding for local transportation providers
- The transportation plan MTP will be helpful.
- Montana plane cooperative.

- Increased level of communication on issues of interest and perhaps an annual meeting of sorts
- Sometimes what the Federal reg. aren't the best for an area (i.e.: guard rails that cause low visibility and bad drifts.
- No turn outs for bus safety.
- Providers list for local coordinator.
- I have no complaints.
- There is no connection between systems in our rural local.
- Annual meetings
- Keep up the good communication – if people do not communicate back that is their fault and loss.
- Promote intermodalism between the various public transportation modes and have them coordinate schedules that benefit the various groups.
- Coordinate bus service with Amtrak service at the station.

Comments varied from promoting intermodalism to congratulating MDT on work done well in this area.

Question #3 – What possible actions could MDT consider in order to encourage adequate passenger transportation in your area? In Montana?

- Provide grant sources and other administrative resources.
- Provide economics of scale to small communities.
- Support organizations that want to provide transportation to hook up to existing services.
- Leave it up to the private sector and stick to working on highways.
- Increase hours city buses are running!
- Provide money to provide transportation system.
- Butte greater intracity bus service, cover a greater area, longer hours, weekend services, and better bus service – to get kids to school and home again. (i.e. run additional buses during peak hours)
- Offer more grants for smaller towns.
- Give RR incentives to offer rail transportation (tax credits).

- Give incentives to local bus to run later hours and weekends.
- Support non-profits in getting vehicles for elderly and disabled. So each organization can meet the needs of their own consumers. This would de-centralize service and take the pressure off public services to meet everyone's needs in a community.
- Somehow, address the insurance issues.
- Subsidize taxi and rural transit vehicle costs of doing business in rural areas.
- More funding
- More coordination among agencies
- More local government involvement
- Check total transportation funds in Montana.
- Look at other transportation systems (rail to Billings, Great Falls, and Missoula).
- Light rail for Ravalli County.
- Extended bus hours and routes.
- I think we could stand more advertising. Our bus driver is super polite and very helpful to everyone.
- Set fares the same for all passengers using it.
- More advertisements for the advantage of mass transit
- Buses that run on schedule with easy access and better routes.
- Financial and political support of local efforts
- Some pilot projects (i.e. Glacier Park entrance/Airport-train depot)
- Statewide welfare to work project.
- Advertise on TV for transportation in the state.
- Keep improving the 2-lane roads by making them wider and safer.
- Something needs to be done to make school bus stops safer for children besides red lights on the buses.
- Would like to see the MDT work towards the return of Amtrak service though southern Montana. This is not a nostalgic point of view but a public transportation service point of view.
- The elderly in our community are in need of MORE public transit and more handicapped vehicles are needed for general transit.

Additional Comments

- Riders should pay for all.
- Montana's transportation resources are scattered between agencies.
- I don't believe there is a train system for Montana's use.

Once more, the two dominant themes among the comments to the question was funding and expanding/increasing services. Respondents felt that funding constraints were one of the primary reasons passenger transportation cannot expand in Montana and smaller communities need more help financially. Improving other passenger services and coordinating them with each other was also of concern to the respondents.

NOTE: Each of the bullets listed above are comments from individual stakeholders. Also, please note that all comments appearing in the survey (not only those in response to questions) were included in this report.

Environmental Stakeholder Group

Stakeholders

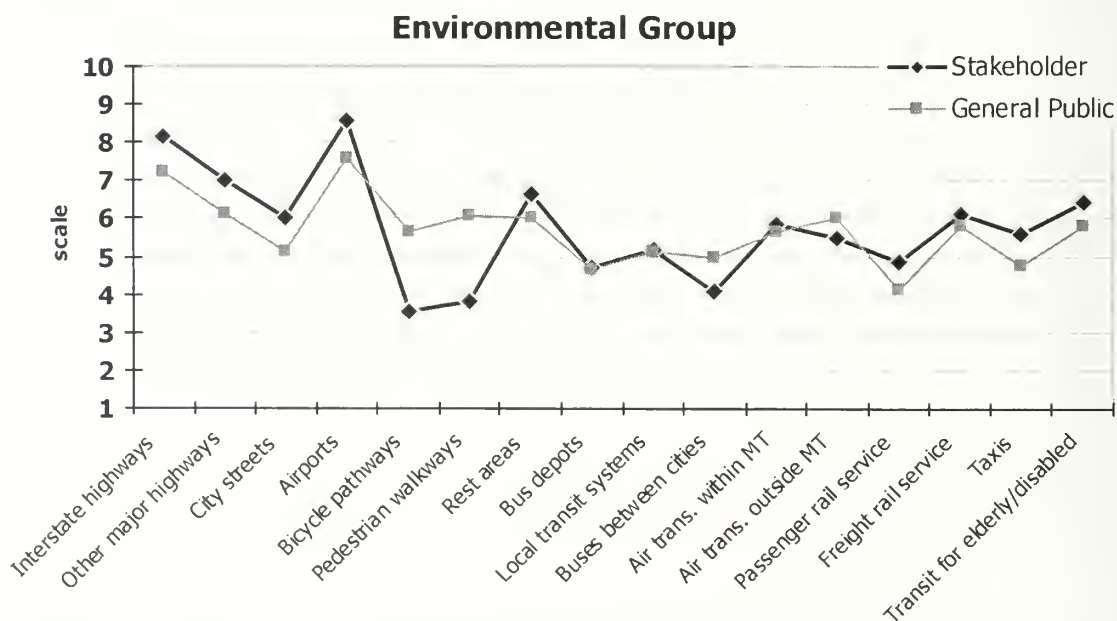
This group was represented by various environmental interests from across Montana. Stakeholders included representatives from wilderness coalitions, wildlife associations, Audubon societies, preservation coalitions, Sierra Club affiliates, resource centers, alternative energy organizations, and other groups and associations interested in environmental issues.

Response Rate

A total of 57 survey packages were mailed to this group. One package was returned without a forwarding address and two surveys were returned partially filled out. Thirteen stakeholders (23%) participated in the survey, which does not include the two partially filled out surveys. A 23% response rate is considered fair for this type of survey, however, this response rate is double that of the 1997 survey.

➤ Part I

As illustrated in Figure 9, when asked to rate their satisfaction (on a scale of 1 to 10)



with various transportation system components, respondents were

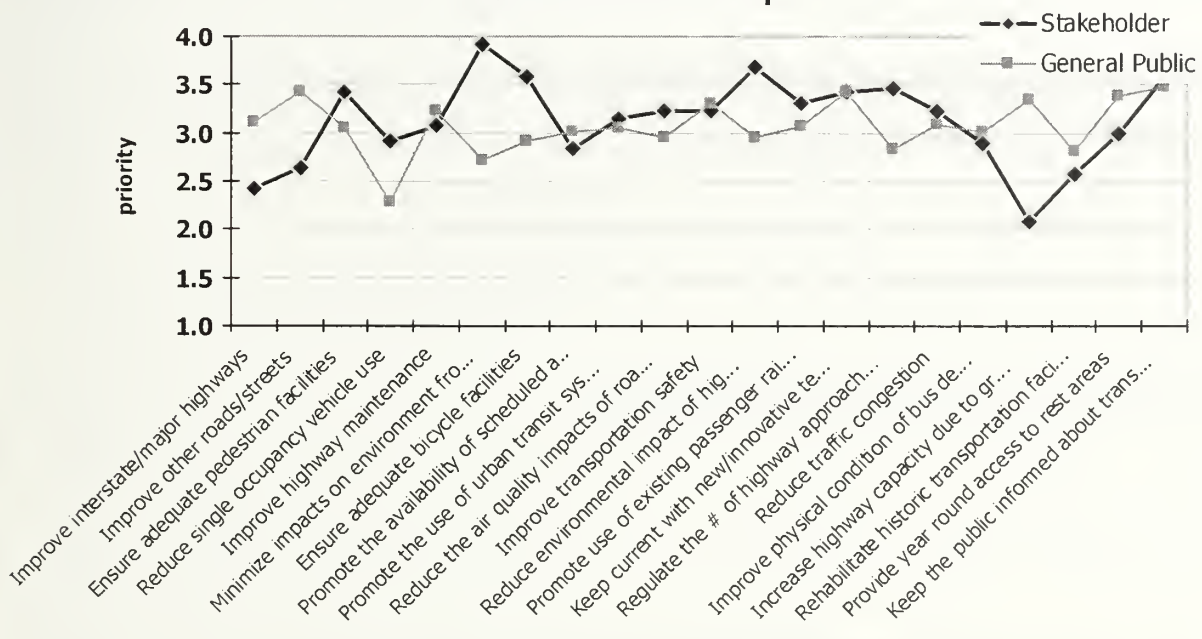
Figure 9

more satisfied than the public with six out of the sixteen system components. The largest variances between the two groups were with bicycle pathways and pedestrian facilities, which also were the areas of least satisfaction for this group. Again, as with

the passenger transportation and intermodal freight groups, airports were the component that received the highest rating of satisfaction (8.58). When asked to rate their overall satisfaction with Montana's transportation system, the environmental group respondents were somewhat less satisfied (5.63) than the general public (6.3). A comparison to 1997's survey results was not completed because the sample size from 1997's survey was so small.

In both surveys, respondents were asked to prioritize 21 actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a

Figure 10
Environmental Group



scale of one to four. Actions of 'no priority' were coded as one and actions of 'high priority' were coded as four. Figure 10 compares the mean priority scores between the two surveys. Significant variances in priorities from the public were observed for 'minimize the impact on the environment from construction', 'ensure adequate bicycle facilities', and 'increase highway capacity due to growth'. The highest priority was given to the following actions:

- Minimize impact on the environment from construction (3.92)
- Reduce environmental impact of highway maintenance (3.69)
- Ensure adequate bicycle facilities (3.58)
- Keep the public informed about transportation issues (3.58)

'Increase capacity due to population growth' was ranked as the lowest priority action by this group. The stakeholders also gave a low priority to activities that improve the condition of roadways in Montana, such as 'improve interstate and other major highways', and 'improve other roads and streets'. Again, a comparison to 1997's survey was not done due to the small sample size received in 1997.

➤ **Part II**

In response to the question on how satisfied the stakeholders were with the overall level of cooperation and service provided to them and their constituencies by MDT; most felt MDT was doing an average job. Using a scale of one to ten, the respondents gave MDT an overall satisfaction rate of 5.6. When asked about MDT's efforts to keep constituent groups and the public fully informed of all relevant information and upcoming decisions relating to the transportation system, respondents were a little more satisfied (5.9).

When asked whether MDT's funding priorities in terms of system preservation versus capacity expansion over the past ten years, were too high, about right, or too low, a majority (75%) of the respondents felt that MDT's funding priorities were about right.

MDT COMPLYING WITH STATE & FEDERAL ENVIRONMENTAL LAWS REGULATIONS	
Very Effective	0%
Somewhat Effective	58%
Not Effective	17%
Don't Know	25%

Table 8

MDT'S EFFORTS IN PROVIDING & PROMOTING ALTERNATIVE TRANSPORTATION	
Excellent	0%
Good	42%
Fair	25%
Poor	33%

Table 9

Seventeen percent of the stakeholders felt that the percentage of funding going into system preservation was too high and 8% believed the percentage to be too low.

Stakeholders were also asked how effective they thought MDT was in complying with state and federal environmental laws and regulations (see Table 8). Stakeholders were split in their response on how they rated MDT's efforts in providing and promoting alternative transportation. Table 9 indicates almost half of the respondents believed MDT was doing

a good job whereas the rest felt MDT was doing a poor to

fair job.

Survey respondents were asked to rate MDT efforts in serving their needs. As illustrated by Figure 11, on average, stakeholders were satisfied with MDT efforts in serving their needs. This included providing timely response to inquiries, providing technical information upon request, and

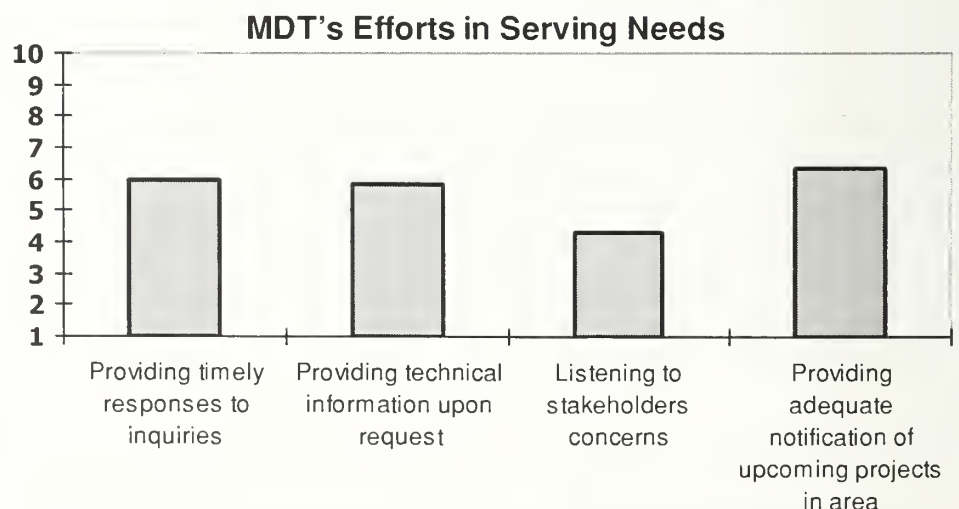


Figure 11

providing adequate notification period of upcoming projects. There was one exception, however. Respondents were dissatisfied with MDT efforts in listening to stakeholder concerns. These results are consistent with previous stakeholder priorities relating to MDT's effort in keeping constituent groups and the public informed.

➤ Comments

Respondents were given the opportunity to provide additional input on transportation issues important to them not addressed in the survey as well as the opportunity to provide comments and/or suggestions to encourage a balanced transportation system in Montana. Comments from the two open-ended questions asked in the survey are listed below.

Question #1 – Are there other transportation related issues that you think need to be addressed by the Montana Department of Transportation?

- Work more closely with counties on providing adequate gas tax funding-important public access roads are being closed because counties don't have enough funding.
- Before old highways are abandoned, they should be offered to state and federal agencies-not private landowners.
- Not paving wilderness roads
- Impacts to wildlife, fisheries, and water quality
- MDOT should consult with other state and federal agencies to address high ground water and saline situations to solve problems not just create engineering solutions for the highway.
- There is no public rest area between Big Timber and Garrison – 220 miles!
- Somehow, we must push public transportation in our larger cities. Montana has nothing like the congestion of Salt Lake City, Seattle, or Phoenix, but it will develop-there are too many cars in large cities. The question is how do you get the people to use public transportation when gas is so cheap relatively.
- The key element is how does transportation best serve citizen needs.
- 33-37% of Montana's population is not licensed to drive. I would like a comprehensive transportation plan/program that provide realistic transportation options for this portion of the population.
- How about consideration of a short (3 mile) Parkway at scenic Bad Rock Canyon west entrance to Glacier Park, similar to famous Blue Ridge Parkway (45 mph low design speed). Why does anyone need to race at 70 mph to go to the park?

Comments varied from gas tax issues to transit issues.

Question #2 – What possible actions could MDT consider to encourage a balanced transportation system in Montana?

- Not paving wilderness roads
- More maintenance of small highways
- More adequate detours
- Survey districts for problem areas that need wildlife/fisheries mitigation.
- Urban business traffic in Great Falls could be less disruptive for construction.
- Restore passenger rails service to southern Montana, make Montana airfares more affordable, and increase quality of bus transportation.
- Don't build a 4-lane replacement for Highway 93. Build a Super 2 instead! And more bikeways too!
- Concentrate on automobile transportation, e.g. roads.
- Pave the road north of Chester continually to border crossing.
- MDOT takes an archaic purely engineering view of transportation problems. There are other ways to meet our transportation needs and problems besides build, build, and build. Check out Oregon DOT for some new ideas.
- Improve intercity bicycling routes with an emphasis on promoting safety and cycling as a viable alternative to motor vehicle use.
- Carpooling
- Buses
- Railroads – passenger rail between Hamilton and Missoula.
- Appoint a citizen advisory group that truly addresses the questions raised in this questionnaire.
- Learn and implement some of the innovative transportation ideas that have proven successful elsewhere to reduce auto-dependency.
- Reduce transportation demands instead of projects to stimulate secondary growth.
- Down scope mega 5-lane projects, that induces growth adjacent to wilderness areas and grizzly habitat (i.e. Bad Rock Canyon).

Additional Comments

- When increasing the capacity of the roadway system-do not add lanes.
- Want more money for transportation choices.
- MDT refused to consider pathway preservation at Tote Road/Bad Rock.
- MDT is turning NW Montana into an extensive grid of urban 5-lane thereby removing Montana's "general scene" completely.

A dominant topic among the comments was to have MDT focus more on other modes of transportation such as passenger rail, bike paths, carpooling, and buses. However, there was a comment made about "concentrate on automobile transportation, e.g. roads".

NOTE: Each of the bullets listed above are comments from individual stakeholders. Also, please note that all comments appearing in the survey (not only those in response to questions) were included in this report.

State and Federal Government Stakeholder Group

Stakeholders

State and federal government officials located in Montana comprised this group of stakeholders. Some of the state agencies included were the departments of Commerce; Environmental Quality; Justice-Highway Patrol; Fish, Wildlife, and Parks; Administration; and Natural Resources and Conservation. The federal agencies included Federal Highway Administration (FHWA); Federal Aviation Administration (FAA); Bureau of Land Management (BLM); U.S. Forest Service; and Environmental Protection Agency.

Response Rate

A total of 35 survey packages were mailed to this group. Fifteen stakeholders responded and one survey was partially filled out, which gave this group a 40% response rate not including the partial survey. A 40% response rate is considered very good for a mail-in survey.

➤ Part I

The state and federal stakeholder group was less satisfied with the most transportation system components than any other group. The group rated system components on a scale of one to ten, eight out of sixteen areas rated below the satisfactory mean score of five. As shown in Figure 12, the state and federal group was also less satisfied than the

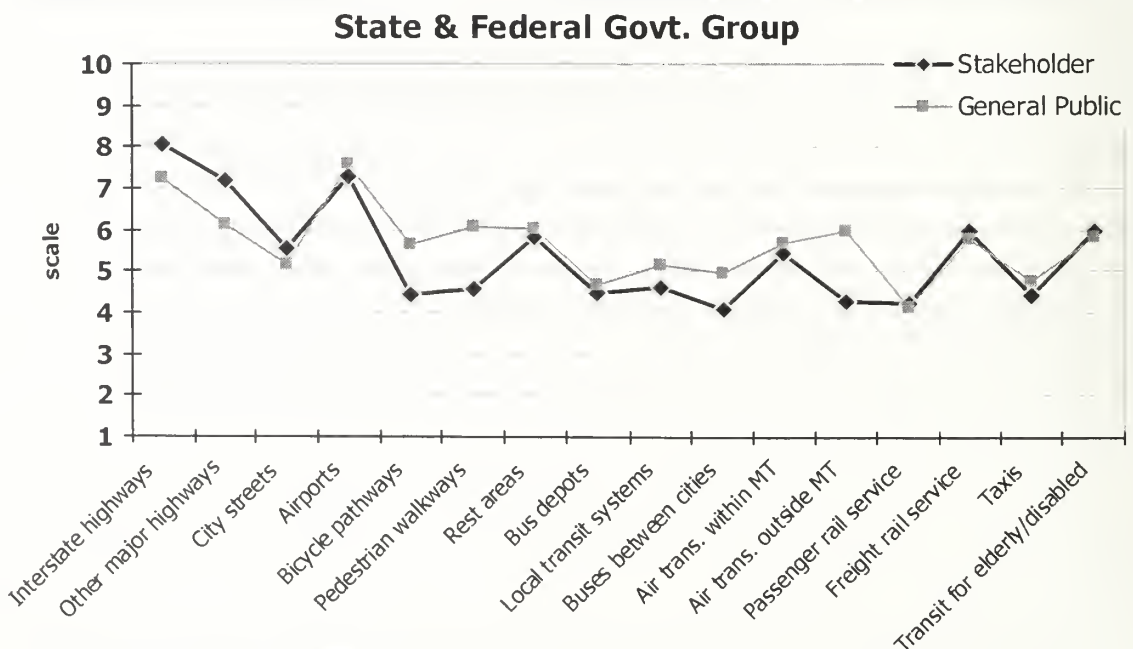


Figure 12

general public on 10 out of 16 system components. Even with these low ratings, satisfaction with transportation system components did improve from 1997's survey results (see Figure 12a).

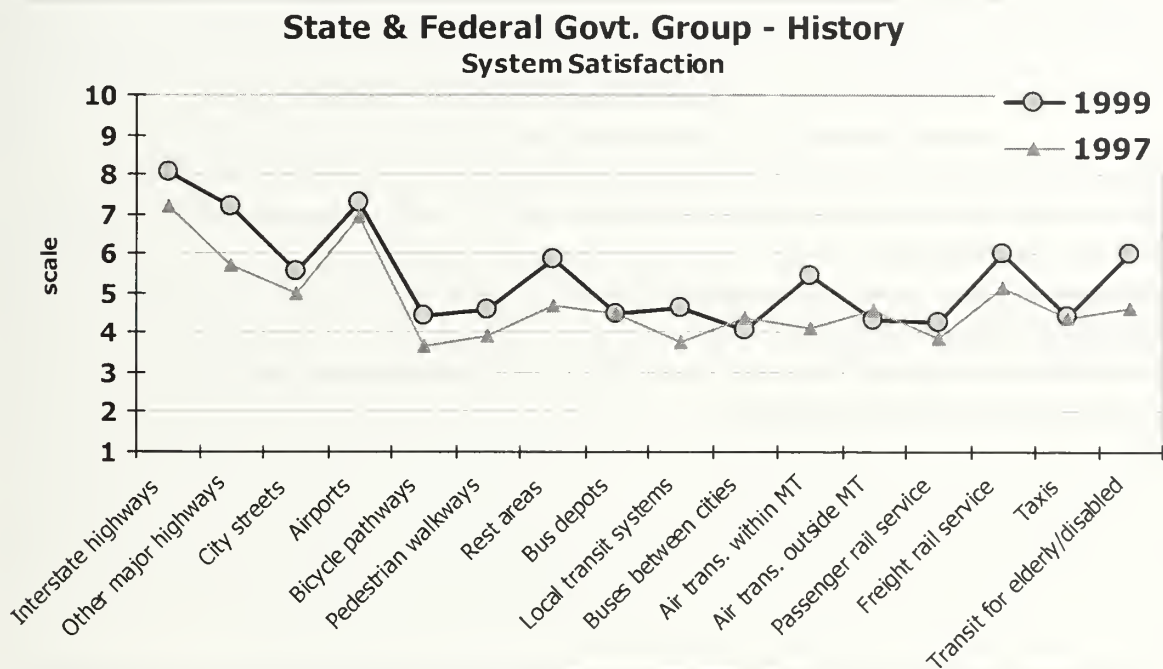


Figure 12a

'Interstates and other major highways' (8.07) received the highest rating for satisfaction. The largest variances between the two groups occurred with 'air transportation outside Montana' and bicycle and pedestrian facilities. The stakeholder group was the least satisfied with 'buses between cities', which received a satisfaction rating of 4.08. When asked to rate their overall satisfaction with Montana's transportation system, the group respondents were slightly less satisfied (6.14) than the general public (6.3). This is an increase from the 1997 survey and high considering the low ratings of several transportation system components.

Unlike the other stakeholder groups who represent a constituency with interest in specific transportation areas, this group's evaluation of the transportation system was not limited to a specific issue or area of interest. That may be why there was so many lower ratings than with the other groups.

In both surveys, respondents prioritized 21 actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated:

- No priority – coded as one
- Low priority – coded as two
- Medium priority – coded as three
- High priority – coded as four

Figure 13 compares the mean priority scores between the two surveys. Significant variances in priorities from the public were observed in the following areas:

- Increase capacity due to population growth (2.7)
- Promote urban transit (2.57)
- Promoting the use of existing passenger rail service (2.31)
- Improve bus depots (2.0)
- Rehabilitate historic transportation facilities (1.71)

These were the same areas that the stakeholders rated lower than the public. An

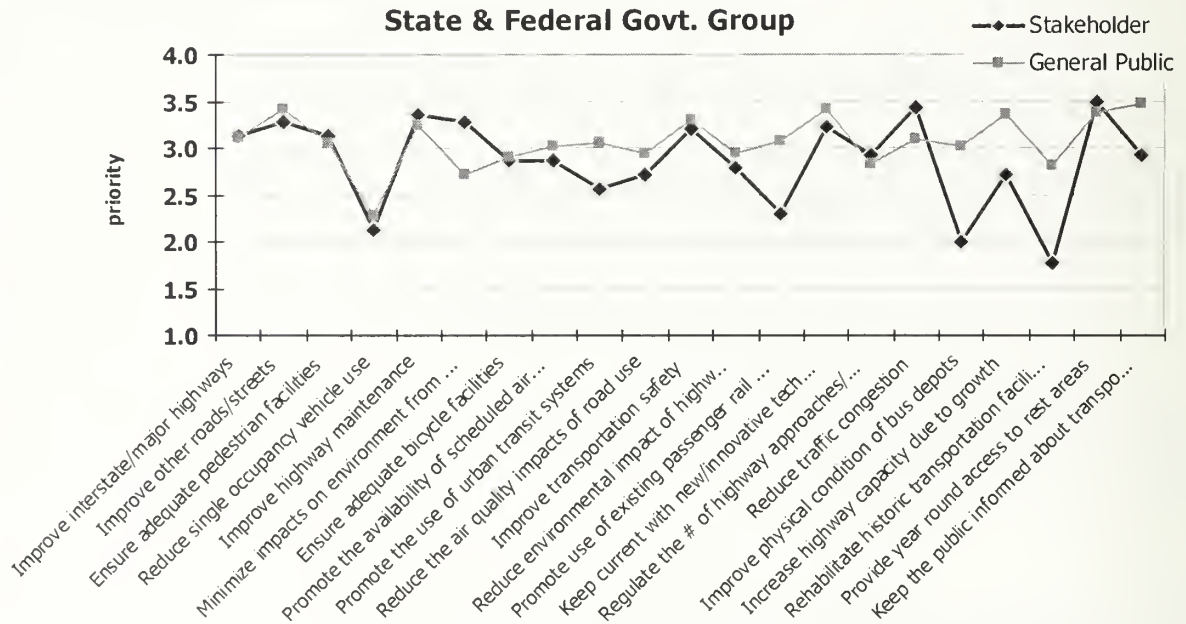


Figure 13

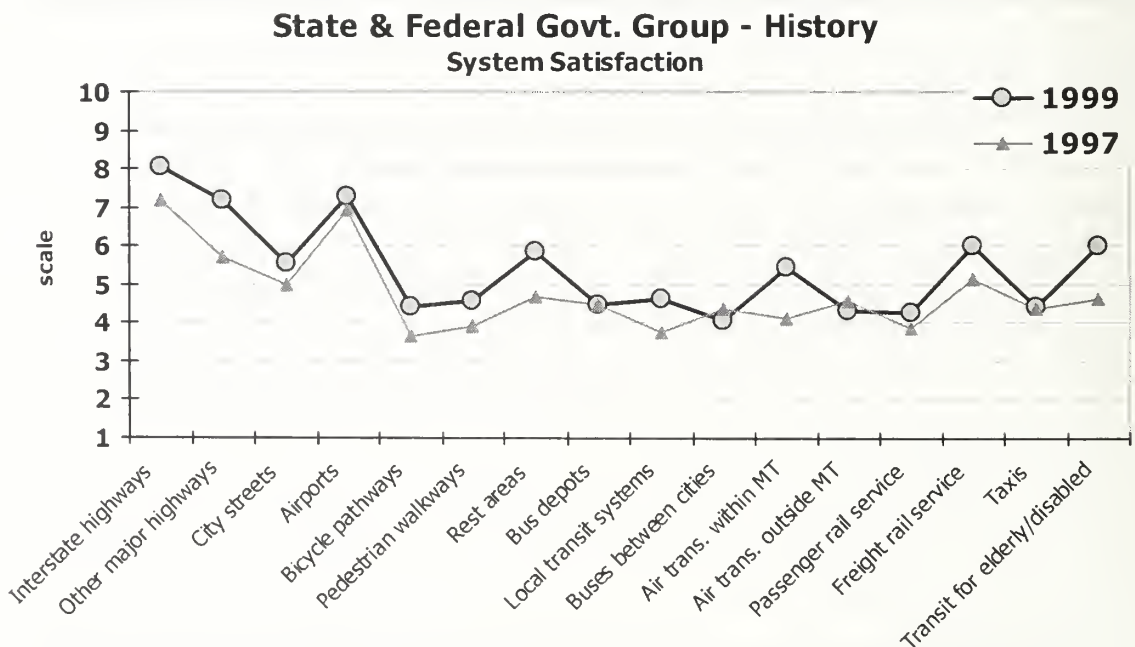


Figure 13a

exception to this was with 'minimizing the impacts on the environment due to highway construction', which was given a higher priority rating by this group.

'Rehabilitate historic transportation facilities' was ranked as the lowest priority action by the state and federal government stakeholder group and 'providing year round access to rest areas' was the highest priority. Similar to 1997's results, this group followed the same pattern of rating their priorities, except for 'reduce traffic congestion' (see Figure 13a).

➤ **Part II**

Unlike the other stakeholder groups, where the focus of the questions was specific to the group's areas of interest, the questions appearing in Part II of this survey were designed to assess these government agencies' satisfaction with MDT's efforts in serving their needs. Survey respondents were asked how important transportation issues were to their agency on a day-to-day basis. Table 10 shows the level of importance and percentage of stakeholders that

TRANSPORTATION ISSUES	
Very Important	46.15%
Important	38.46%
Somewhat Important	15.39%
Unimportant	0%
No Impact	0%

Table 10

responded to the given choices. Interestingly, not only did 100% of those surveyed indicate that transportation issues played some role in their agency on a day-to-day basis, but 46% felt that transportation issues were very important to their agency. This was the same as 1997's survey results.

INTERAGENCY COOPERATION	1997 1999	
	Providing technical information	6.67
Cooperation on joint efforts	6.6	5.71
Timely responses to inquiries	6.47	7.21
Listening to agency's concerns	6.33	5.71

Table 11

Stakeholders were also asked to rate MDT's efforts in serving their agency's needs in four areas using a scale of one to ten. Table 11 illustrates that respondents were more satisfied than not when rating MDT's

efforts in meeting their agency's needs. The scores have changed both positively and negatively since 1997's survey. These higher scores are not to be misinterpreted with the much lower scores given to transportation services in Part I. The higher scores represent a satisfaction with interagency cooperation, whereas the earlier scores reflected dissatisfaction with transportation system components.

DEMAND IMPORTANCE	1997	1999
Very Important	13.33%	21.43%
Important	40.00%	42.86%
Somewhat Important	20.00%	14.29%
Unimportant	6.67%	7.14%
No Impact	20.00%	14.29%

Table 12

In characterizing their knowledge of MDT and its activities, 57.14% of the stakeholders responded that their knowledge of MDT varies by issue. The

remaining were split in half in stating they were knowledgeable or very knowledgeable regarding MDT and its activities. No respondent admitted having little or no knowledge of MDT or its activities.

There were differences of opinion to the question on transportation demands when locating new capital facilities and/or leasing new property. Table 12 shows the level of importance and the percentage of stakeholders that responded to the given choices.

Finally in response to the question on how stakeholders rated MDT's effort to keep customers, constituents, and the general public fully informed of all relevant information and upcoming decisions relating to the transportation system in Montana, most felt MDT was doing a satisfactory job. The respondents gave MDT an overall satisfaction rate of 6.27 out of 10.

➤ **Comments**

Respondents were given the opportunity to provide additional input on transportation issues important to them not addressed in the survey as well as the opportunity to provide comments and/or suggestions to encourage a balanced transportation system in Montana. Comments from two open-ended questions asked in the survey are listed below.

Question #1 – Are there other transportation related issues that you think need to be addressed by the Montana Department of Transportation?

- Rail freight weights for grain (dealing with captive shipper problem)
- Marking sure signage inventory responds to the needs of traveling public and Montana communities (both resident and non-resident)
- Lawyers or the perception of what lawyers think, need to be better balanced against other design issues.
- Wildlife crossings-habitat fragmentation, and direct and indirect impact to fishery resources.
- Promoting air transportation and reducing the cost of air transportation.

Question #2 – What possible actions could MDT consider to encourage a balanced transportation system in Montana?

- Need to continue/increase the development, maintenance and promotion of bike paths.
- Encourage alternatives to automobiles: biking, walking, carpooling, public transportation. MDT does an excellent job of maintaining highways.

- Promote local use of alternative transportation (eg. bicycles)
- Encourage carpooling
- Reduce access in sensitive areas to deter urban sprawl.
- Pilot studies in local communities regarding innovative transportation strategies and cost share a transportation planning position in smaller cities/towns.
- Enhanced bicycle networks-local and regional
- Increase attention and resources on service for travelers, not just the roadway surface that has existed for so long.
- Keep open minds.
- Recognize importance and needs for alternative transportation services like walking paths, bicycle paths, public transportation.
- A north south rail route.
- More urban promotion – use of urban transit (bus) options.
- Take account of the social and economic impact of highway construction.
- Listen more to local concerns.
- Follow design practices more in line with national practices.
- Off-site mitigation/restoration for past impacts to fish and wildlife
- Endangered and threatened species mitigation banking.
- Commitment to “no net loss” policy for wetlands.
- Air transportation is very expensive-any efforts to reduce costs would be appreciated.

Additional Comments

- Leased vehicle program is not customer friendly on service oriented. It is bureaucratic and heavy-handed. Keep in mind private competition is very real. Come off your high horse-get service orientated.

Wetland and wildlife concerns and alternative transportation are the prominent topics. Some of the respondents also stated that MDT needs to focus on more than just roadways. There was a comment about developing pilot programs for urban areas. This is a program MDT's Planning Division recently addressed and received approval from the Transportation Commission.

NOTE: Each of the bullets listed above are comments from individual stakeholders. Also, please note that all comments appearing in the survey (not only those in response to questions) were included in this report.

Bicycle and Pedestrian Stakeholder Group

Stakeholders

This group was represented by various bicycle and pedestrian interests from across Montana. Stakeholders included representatives from: bicycling clubs, community development groups, bicycle/pedestrian advisory boards, county planning offices, Cops on Bikes, and city park and recreation organizations. Surveys were also mailed to Montana residents who had requested they be included in MDT's bicycle/pedestrian mailing list.

Response Rate

A total of 92 survey packages were mailed to this group. Eight surveys were returned without a forwarding address and one was sent in partially filled out. Twenty-eight people responded and completed the survey for a response rate of 30%. A 30% response rate is considered average for this type of survey.

➤ Part I

The stakeholder group responses followed a similar pattern as the general public. Figure 14 shows the comparison of the stakeholder group to the public as only slightly less satisfied except there were a few components of vast difference in satisfaction. The dissatisfaction was with bicycle pathways and pedestrian walkways, which is not surprising since these are the areas of interest for this group.

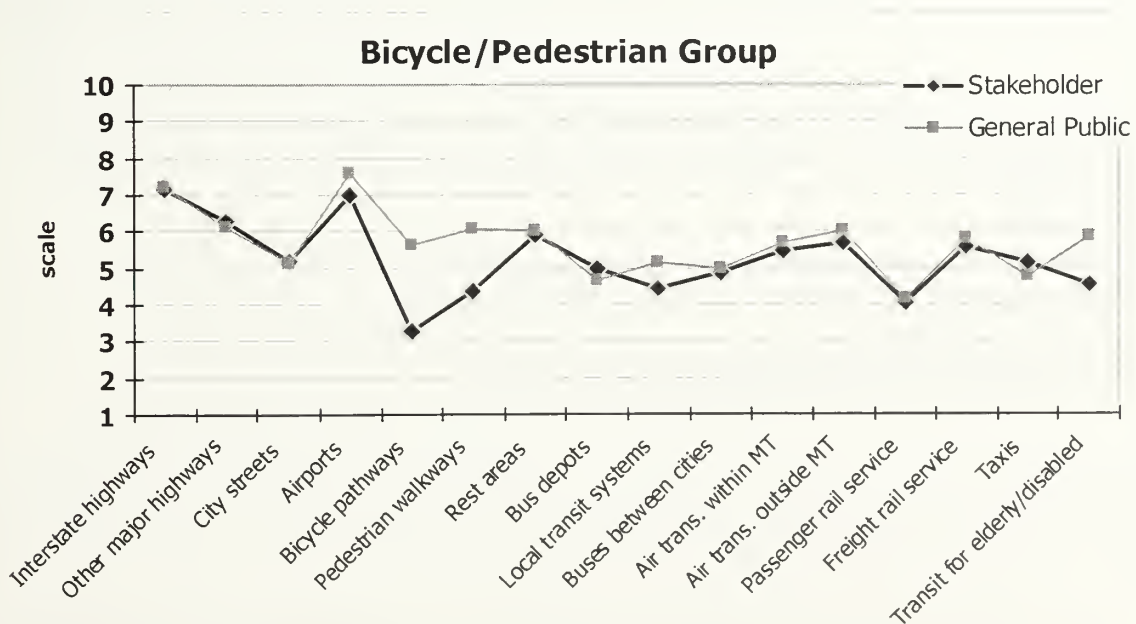


Figure 14

The group was most satisfied with interstate highways (7.14) with airports a close second (7.0). The component of least satisfaction was bicycle pathways (3.27). When compared with 1997's results, again the responses followed similar patterns. However, there were some improvements in the areas of pedestrian facilities, rest areas, and bus depots (see Figure 14a). The overall satisfaction with Montana's transportation system (4.88) did drop, compared to 1997, and is less than the general public (6.3).

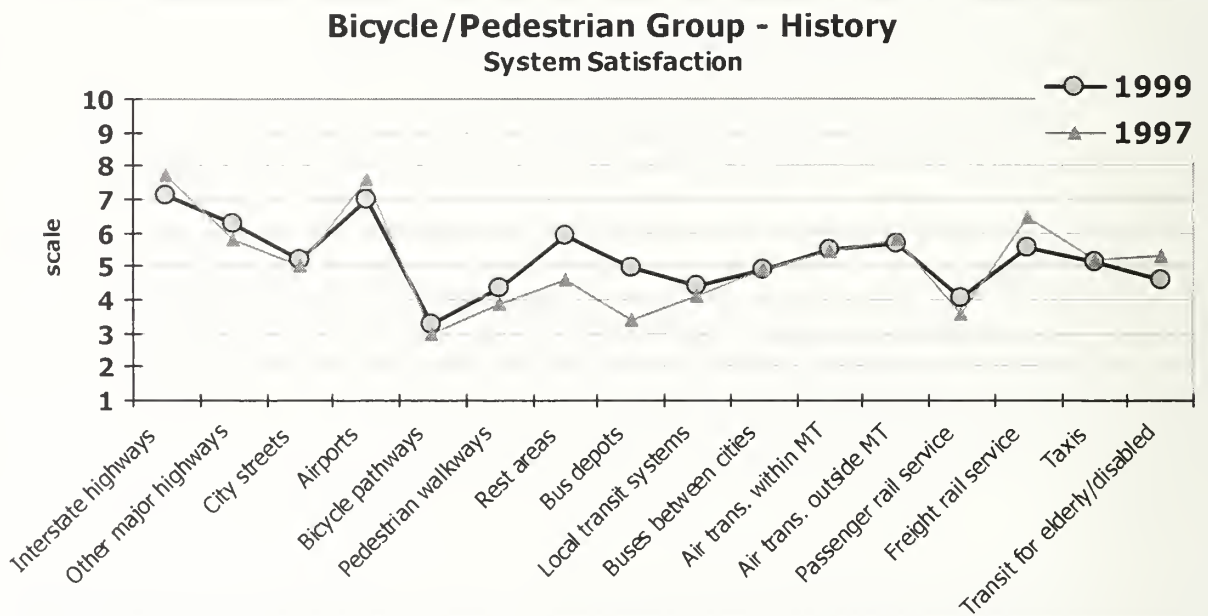


Figure 14a

In both surveys, respondents were asked to prioritize actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four. 'No priority' was coded as one, 'low priority' coded as two, 'medium priority' coded as three, and 'high priority' coded as four. Figure 15 compares mean priority scores between the two surveys. Unlike the public who gave medium to high priorities to most actions, the bicycle/pedestrian group gave priorities that fluctuated from very low to very high. Significant variances in priorities were observed for the following actions:

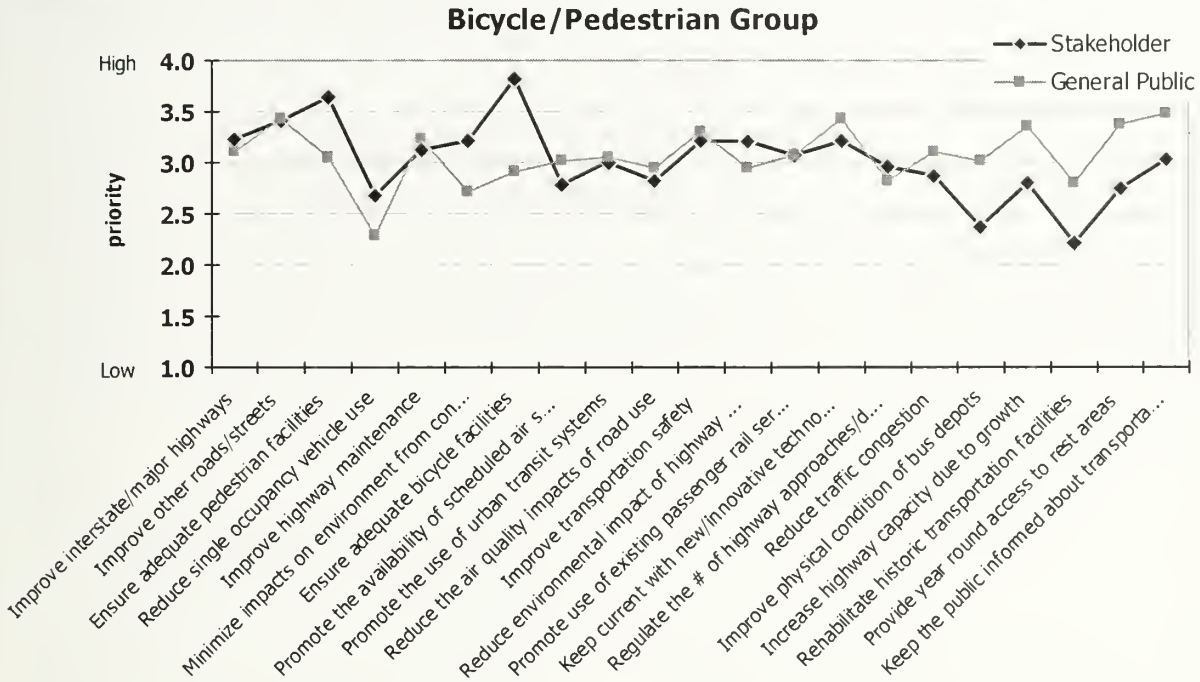
Lower priority

- Rehabilitate historic transportation facilities (2.21)
- Improve bus depots (2.38)
- Provide year round access to rest areas (2.75)
- Increase capacity due to population growth (2.81)

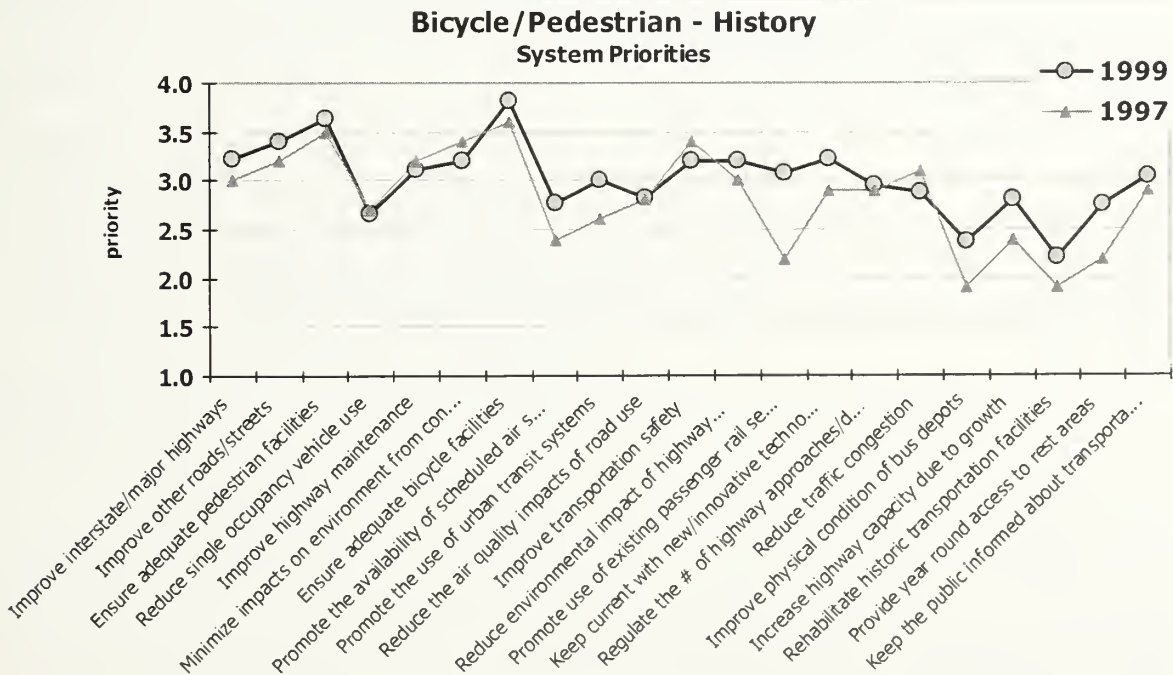
Higher priority

- Minimize impact on environment from construction (3.21)
- Ensure adequate pedestrian facilities (3.64)
- Ensure adequate bicycle facilities (3.82)

The data indicates that the bicycle/pedestrian stakeholder group, in general, concurs with the public, except when it comes to their areas of special interest. The priorities of this group are similar to what they were in 1997, except many areas were given a higher priority rating this year (see Figure 15a).



Figures 15 & 15a



➤ **Part II**

In response to the question on how satisfied the stakeholders were with the overall level of cooperation and service provided to them and their constituencies by MDT; most felt MDT could be doing a better job. Using a scale of one to ten, the respondents gave MDT an overall satisfaction rate of 4.88, which is up a little from 1997. Using the same scale, respondents were asked to rate accommodations/facilities across Montana that concerns them both as a cyclist and pedestrian.

Tables 13 and 14 demonstrate the stakeholders are very dissatisfied with both bicycle and pedestrian facilities in Montana. Shoulder sweeping in both tables received the lowest scores (2.29 and 4.19) as compared to any of the other services listed. Rest areas, which received the higher satisfaction scores (5.56 and 5.72) in both tables, are at best a little over satisfactory.

FACILITIES RATINGS - CYCLIST	
Rest Areas	5.56
Signing	4.79
Placement of Rumble Strips	3.69
Bicycle Racks	3.29
Separate Paths	2.58
Shoulder Sweeping	2.29

Table 13

In a continuing effort to provide better service to Montana' bicycle/pedestrian community, MDT asked the stakeholders to indicate (using a scale of 1 to 10) the importance of placing various items on a state bicycling map. The

FACILITIES RATINGS - PED.	
Rest Areas	5.72
Signing	5.07
Sidewalks	4.81
Signal crossings at intersections	4.68
Shoulder sweeping	4.19

Table 14

BICYCLE MAP	
Camping areas	8.27
Rumble strip locations	8.18
Usable shoulder width	8.07
Bicycle shops	7.85
Pass elevations	7.67
Service areas	7.67
Summer average daily traffic (ADT)	7.6
Points of interest	7.58
Roadway Grade	7.44
Commercial ADT	7.41
Visitor centers	7.12
Rest areas	7.07
Wildlife viewing areas	6.79
County boundaries	4.19

Table 15

items and

their importance as perceived by this group are shown in Table 15. This year and in 1997, only one item, county boundaries was regarded by the stakeholders as not being a necessary feature on the map. The location of camping areas, rumble strips, useable shoulder widths, and pass elevations received the highest rating scores and the respondents wish to see them on the map. These areas of information are somewhat different from 1997's response. Rest area locations, useable shoulder widths, points of interest, and pass elevations were important map features in 1997.

NOTE: The state bicycling map was

published in the summer of 1999 with an update planned in 2000.

Using the same scale, stakeholders were asked to rate the importance of several factors concerning riding/walking a particular roadway (see Table 16). The highest level of importance was given to shoulder width, which was the same in 1997. Once again, the prominent theme among stakeholder responses to the survey was concern regarding roadway shoulders. The high levels of dissatisfaction with shoulder sweeping for both cyclists and pedestrians, and usable shoulder width were the top items stakeholders felt should be addressed. The responses to many of the questions in this year's survey had similar results to 1997's survey. However, there was a significant change. When stakeholders were asked whether they or their constituents prefer using a separate path if available versus the roadway shoulder, 43% prefer a separate path and 57% prefer using the shoulder. In 1997, 80% responded they preferred a separate path.

ROADWAY USE FACTORS	
Shoulder width	8.81
Volume of traffic	8.46
Roadway maintenance	7.88
Traffic composition	7.48
Availability of sidewalks	7.26
Directness of route	7.11

Table 16

Again, this reinforces the importance to this group, of roadway shoulders.

➤ Comments

Respondents were given the opportunity to provide additional input on transportation issues important to them not addressed in the survey. Comments from the open-ended question are listed below.

Question #1 – Are there other transportation related issues that you think need to be addressed by the Montana Department of Transportation?

- Not ethical or just to use federal money for capital improvements for state roads then place burden of maintenance on local taxpayers.
- City streets are too wide and encourage too fast traffic
- Alternative transportation (i.e. bikes), we need bike lanes, under/over passes snow removal, etc... Penalize car abusers, reward cyclists. Also rail systems between towns like Missoula and the Bitterroot
- Montana roads are OK for traffic flow for automobiles, but very dangerous for bicycles. We should do more for bike traffic.
- Snow obscures reflectors on highways. A better system of reflectors should be used.
- Upgrade Billings-Great Falls highways to interstate quality. First step: adequately sign existing route from Billings and Great Falls end.

- Fix the train problem in Helena at Montana Avenue (i.e. tunnel or overpass).
- The visibility of road paint is always poor and a particular hazard during winter months on interstates and highways.
- I am a cyclist and a walker. If promotion of other transportation occurred there, be less traffic pollution and waste of resources. I'm not just thinking of just me, I'm concerned for our children. Let's have Montana be a leader and not a follower.
- As Montana District Rep. liaison to USA Cycling Federation and very active racing cyclist in the Helena area and Montana for racing, the two issues which I have heaviest input on are shoulder width and rumble strip placement. Shoulder width- racing cyclists will almost always prefer to ride on roadways. Bike paths are more dangerous because everyone and their brother/dog use them. Very dangerous! A useable shoulder is much preferred. On vacation last week on Flathead Lake, I rode on the Elmo-Hot Springs road-very dangerous. Absolutely no should-safer to ride on Highway 93! Rumble strip placement- Ideally I ride on the fog line or just to the right. Now with rumble strips you either thread and wheedle on the fog line or ride in far right shoulder prone to many flat tires.
- I believe the MDT should take a definite look at providing bike lanes or some corridor for non-motorized use especially when new highways are constructed or rehabilitated. Also rumble strips are being put in the middle of a shoulder making it nearly impossible for bicyclist to use the shoulder. We are either in the highway or in the ditch!
- Education of drivers on how to compromise with cyclists on roads
- Don't gravel the shoulders between the rumble strips and the edge of the road with large stones.
- Provide access for bicycles traveling through highway construction. Signing and spaces for bicycles to pull over for traffic to pass.
- Stop use of any chloride de-icing products! Sand may not be great but it doesn't eat up my vehicles! Use some common sense!!
- I like the rumble strips, but they are better when you don't surface the road over them with rocks.
- Sweep the shoulders! Don't fill the rumble strips with gravel after.

Additional Comments:

- Bicycle pathways-good and growing in Missoula-needed elsewhere.
- The highway north or Norris through the Beartrap Canyon was resurfaced with new guard rails last year and there seemed to be no consideration given to improving the shoulders for cyclists, even though it 's a popular route for large cycling tours.
- Stop using "salt liquid" for highway maintenance.

Not all the comments made were directed to this group's special interest. There were a couple of comments made about road de-icing products used and a comment made about improving and increasing the capacity of a roadway.

NOTE: Each of the bullets listed above are comments from individual stakeholders. Also, please note that all comments appearing in the survey (not only those in response to questions) were included in this report

Urban Stakeholder Group

Stakeholders

Transportation planners represented this group from metropolitan planning organizations, cities, and counties in Montana’s 14 urban areas.

Response Rate

A total of 14 survey packages were mailed to this group. This was the only instance where sampling was unnecessary. It was possible to send a survey to every stakeholder within the target group. Nine surveys (64%) were completed and returned by this stakeholder group and a partial survey was sent in. A 64% response rate is considered excellent for this type of survey.

➤ Part I

The stakeholders were just as or more satisfied with most transportation system components than the general public. As illustrated in Figure 16, when asked to rate their overall satisfaction (on a scale 1 to 10) with the various transportation system

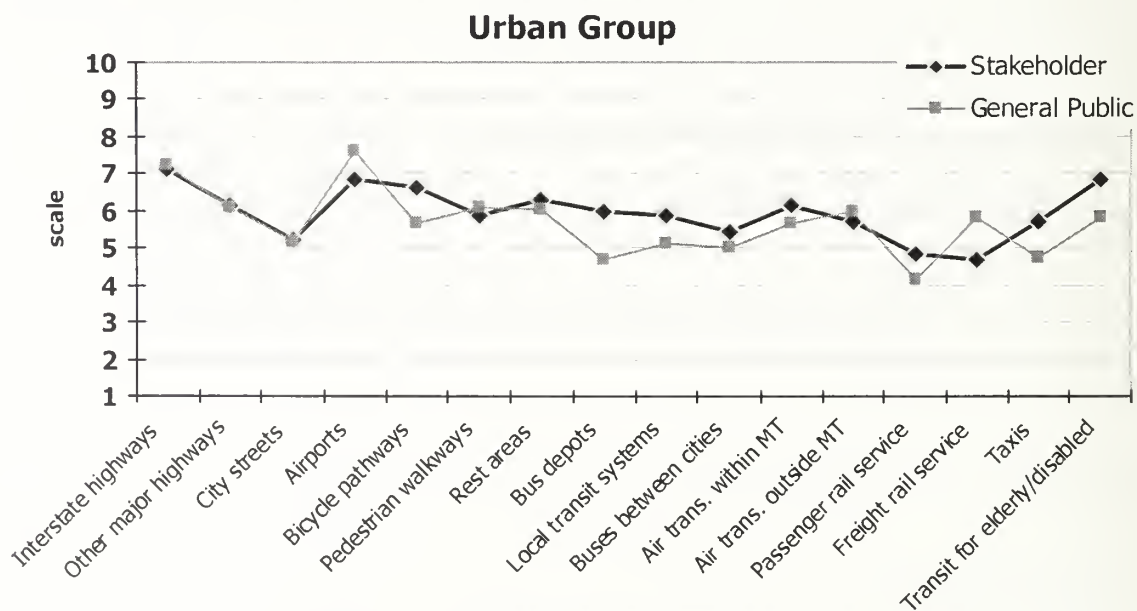


Figure 16

components, the stakeholders were less satisfied with services related components such as airports, air transportation outside of Montana, and freight rail service.

Interstate highways and other major highways received the highest ratings of satisfaction while freight rail received the lowest.

The variances between the two groups occurred with bus depots, local transit, taxis, and transit for the elderly. This stakeholder group gave these system components a higher mean score than the general public. The only exception to this was with freight rail, which received a lower score (4.71).

When asked to rate their overall satisfaction with Montana's transportation system as a whole, the focus group respondents were less satisfied (5.5) than the general public (6.3). This response is down almost one whole point from 1997. However, when comparing 1997's survey results on the transportation system components, most component satisfaction ratings improved from 1997 (see Figure 16a).

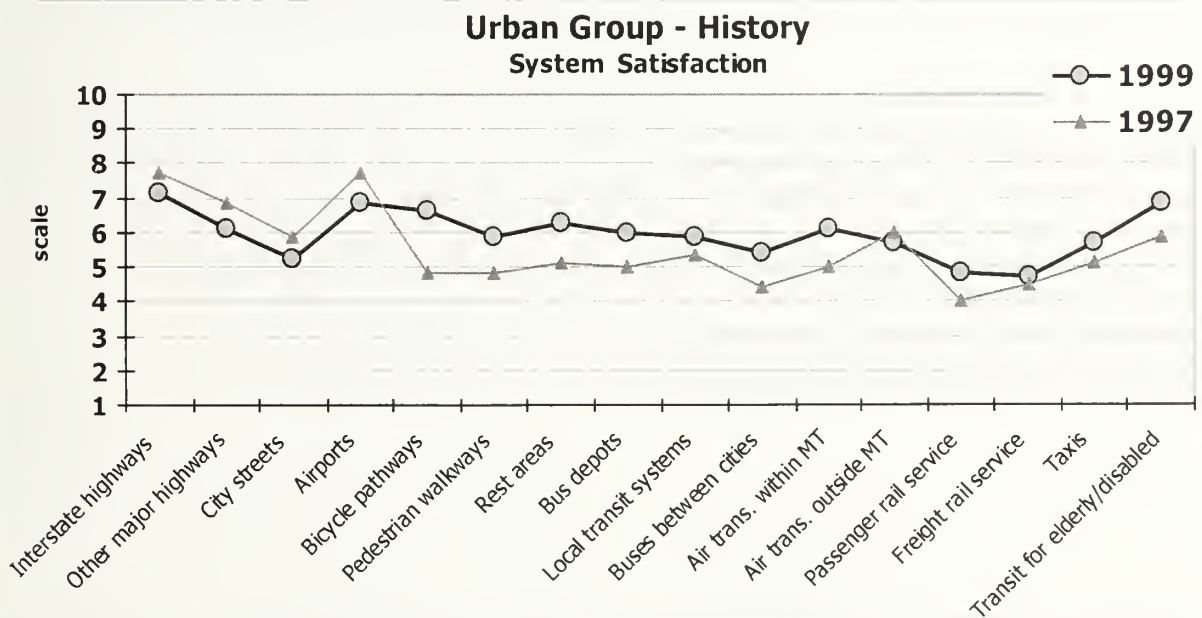


Figure 16a

In both surveys, respondents prioritized 21 actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four. 'No priority' was coded as one and 'high priority' was coded as a four. Figure 17 compares the mean priority scores between the two surveys. Unlike the public who gave medium to high priorities to most actions MDT might take to improve the transportation system, the urban stakeholders gave priorities that fluctuated between both ends of the spectrum. Significant variances in priorities (15% or greater) from the general public were observed for the following actions:

Lower Priority

- Promoting the use of existing passenger rail service (2.5)
- Improving the physical condition of bus depots (2.25)

- Rehabilitating historic transportation facilities (2.38)
- Providing year round access to rest areas (2.63)

Higher Priority

- Reducing environmental impact of highway maintenance (3.38)
- Regulating the number of highway approaches and driveways to preserve corridors(3.75)

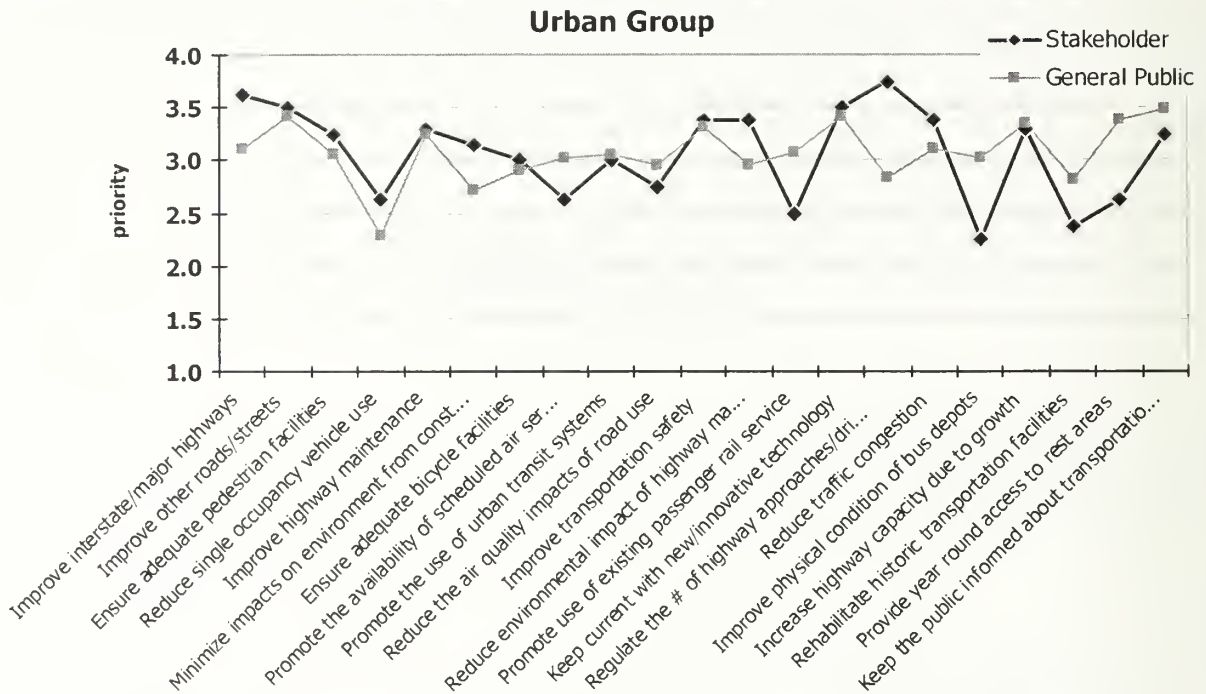


Figure 17

The urban group ranked regulating the number of highway approaches as one of the top priority actions. Out of a possible 4.00, this action received a mean score of 3.75 as compared to 2.83 given by the public. In general, the higher priorities prescribed by this group of stakeholders is consistent with issues important to urban transportation planning. As with other stakeholder groups, the urban group does not consider activities such as rehabilitating historic transportation facilities as being relevant in improving the transportation system in Montana.

The priorities for this group changed somewhat (see Figure 17a). Several areas increase slightly in priority ratings, however, the most notable increases occurred with:

- Minimize the impacts on the environment due to highway construction
- Reduce environmental impact of highway maintenance (dust, chemicals)

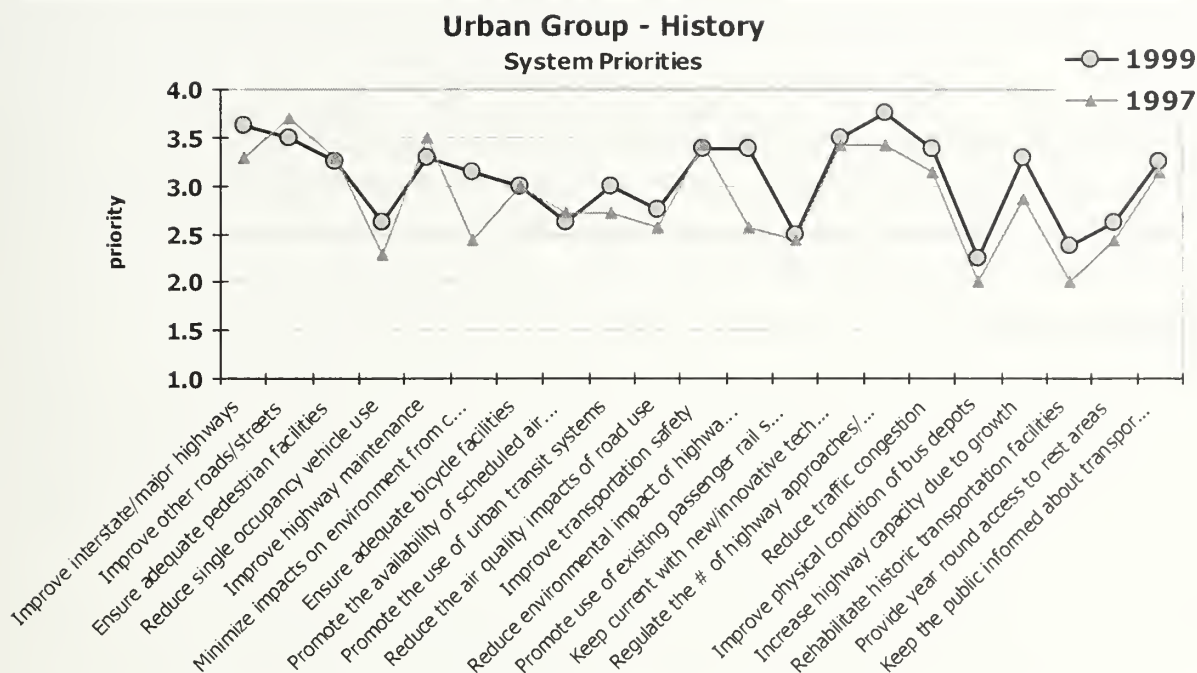


Figure 17a

Table 17

URBAN ACTIONS	
Identification of needed future travel corridors	9.13
Corridor preservation through early property acquisition	8.38
Estimating traffic impacts of new development	8.00
Improving traffic flow and safety by limiting access to existing streets	8.00
Corridor preservation through land use regulation	7.50
Assessing developer impact fees	7.25
Receiving information on traffic volumes, accidents, level of services, etc.	7.25
Receiving information on the relationship between land use and the transportation system	7.00
Receiving information on the various transportation improvement programs available in Montana	6.63
Educational programs on promoting alternative modes of transportation	6.25

Part II

In response to the question on how satisfied the stakeholders were with the overall level of cooperation and service provided to them and their constituencies by MDT; most felt MDT was doing a reasonable job. Using a scale of one to ten, the respondents gave MDT any overall satisfaction rate of 6.67, which is up slightly from 1997.

Using the same scale, respondents were asked to prioritize specific urban related actions that could be used to improve the transportation system in the stakeholders' area. Table 17 shows the level of priority for each of the actions listed. The urban group ranked 'identification of needed future travel corridors' the highest. Traffic impacts and flows are also tied into these concerns.

'Identification of needed future travel corridors' and 'corridor preservation through

early property acquisition' were both ranked high priorities by the respondents. The high priority placed on this action by the stakeholders reflects their concern over mitigating anticipated access impact brought on by new development, which follows the same concerns as the priorities ranked in Part I (see Figure 17). However, it is interesting to note that 'corridor preservation through land use regulation' was ranked lower. Receiving the lowest priority rating this year and in 1997 was 'promoting alternative modes of transportation through educational programs'. Although this action received a mean score of 6.25, this is still above the medium priority level.

➤ **Comments**

Respondents were given the opportunity to provide additional input on transportation issues important to them not addressed in the survey as well as the opportunity to provide comments and/or suggestions to encourage a balanced transportation system in their area. Comments from the two open-ended questions asked in the survey are listed below.

Question #1 – Are there other transportation related issues that you think need to be addressed by the Montana Department of Transportation?

- More pro-active in planning for future needs so we can use corridor preservation, so access controls makes sense, so we are not always fixing crisis situations, but instead are ahead of problems.
- MDT needs to reinvent itself as a public organization and understand that people speeding through cities in cars and highway construction contractors are not their only customers.

Question #2 - What possible actions could MDT consider to encourage a balanced transportation system in Montana?

- Access Control
- More emphasis on coordinating bike and ped facilities in highway design
- Improve cooperation between MDT and local government to ensure safety and efficiency where local roads and streets intersect the highway system.
- Get involved in land use. Promote growth patterns, which are transit, pedestrian, and bicycle friendly. Modernize forecasting and modeling methods. Induced trips are real!
- Better safety features on road signs, signals, on dangerous intersections, and bridge on curves. (the junction south of Sidney and the bridge on the Yellowstone River east of Sidney).

- We need to regulate traffic on Highway 16 in Sidney.
- More dollars!
- Route truck traffic around Great Falls, not through the city.

Additional Comments

- Bicycle and Pedestrian walkways- Not enough of them and they do not enjoy high priorities with in MDT. Need support.
- All of these questions (Part II) miss the point. MDT should be active in promoting transportation alternatives to the private automobile. We will never replace the auto as our primary means of transportation but we should work to make other alternatives more attractive and viable so that people have real choices.
- MDT talks a good game and you have many qualified, motivated people within your organization. But, somehow you keep doing things the same old way.
- Revise the whole facility planning process! It is too long-entire values of communities can change from beginning to end.

NOTE: Each of the bullets listed above are comments from individual stakeholders. Also, please note that all comments appearing in the survey (not only those in response to questions) were included in this report

Native American Tribes Stakeholder Group

Stakeholders

Due to their sovereign status, each of Montana's Native American tribes was considered a separate stakeholder group. Four survey responses were received, unfortunately, one of the four surveys was not distinguishable as to which tribe it came from. Respondents to the survey included transportation planners from the following tribes:

- Fort Belknap
- Rocky Boy
- Confederated Salish and Kootenai

Response Rate

Survey packages were mailed to the tribal planners of each Native American tribe in Montana. Unlike 1997's survey, the planners were not contacted by telephone as follow up to the general mail out. As a result, the response rate was lower.

➤ Part I – Survey Format

The survey included a wide range of transportation questions that were also asked of Montana residents during the 1999 Public Involvement Telephone Survey. These questions were the same questions in Part I for each stakeholder group. Using the same questions allowed for relevant comparisons between the different tribes and the general public. The tribes were not asked issue specific questions like the other

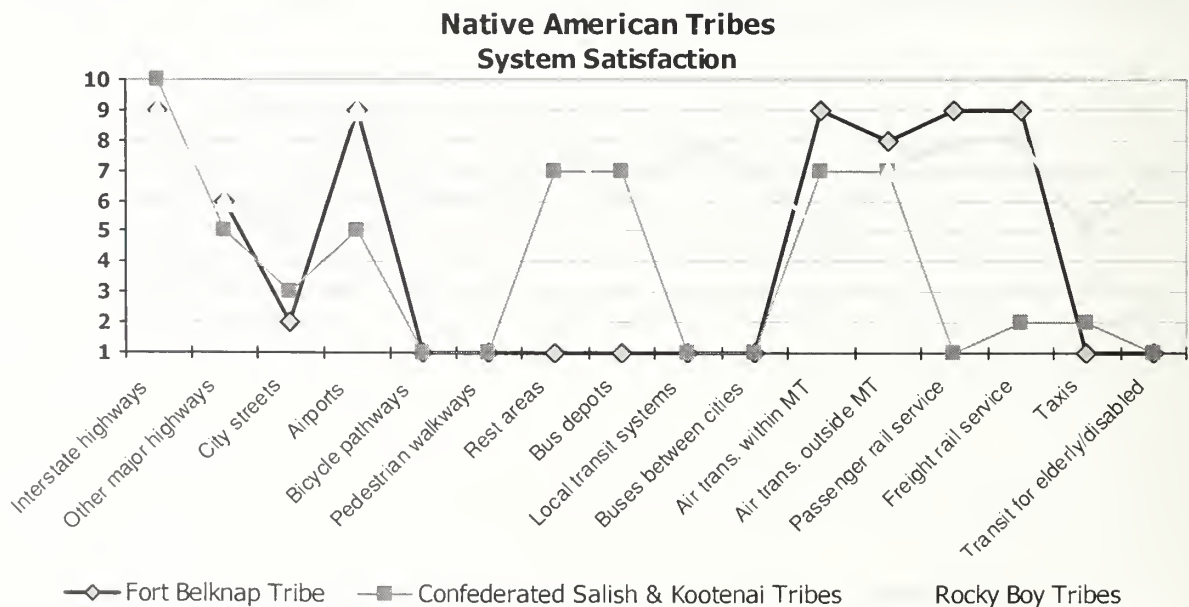


Figure 18

stakeholder groups. The stakeholder groups represent populations interested in narrower spectrums of transportation issues. Like the general public, the tribes were regarded as having a more general transportation perspective.

Each tribe was asked to rate their satisfaction on a scale of 1 to 10 with various transportation system components. As illustrated in Figure 18, satisfaction with Montana's transportation system differed vastly by tribe and by system component. The Rocky Boy Tribes were the most satisfied and did not fluctuate as greatly as the other two tribes. They were most satisfied with most aspects of the transportation system, whereas the Fort Belknap and Confederated Salish & Kootenai tribes were the least satisfied with several areas.

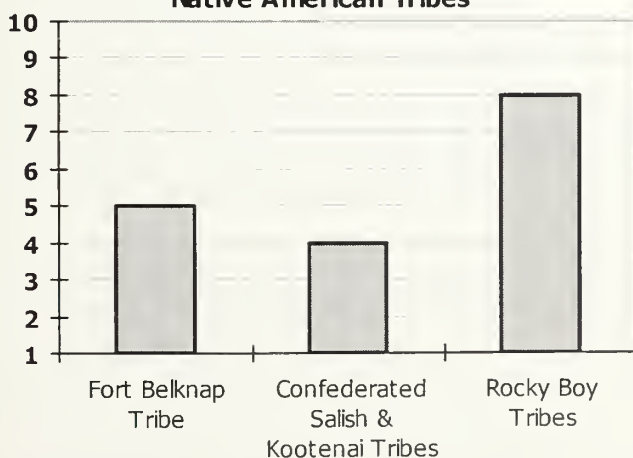
The Fort Belknap and Confederated Salish & Kootenai tribes scoring of the transportation system components varied from very dissatisfied (a score of 1) to very satisfied (a score of 10). Both of these tribes were very dissatisfied with bicycle pathways, pedestrian facilities, local transit systems, buses between cities, taxis, and transit for the elderly. A prominent theme with these two tribes is the dissatisfaction of public transit issues. This is somewhat surprising since both of these tribes have capital assistance transit programs on their reservations. The Flathead Reservation has five such programs.

Note: There are two Montana transit programs tribes can apply for, the Capital Assistance for the Elderly and Persons with Disabilities (Section 5310) and Financial Assistance for Rural Areas (Section 5311).

The Confederated Salish & Kootenai Tribes were dissatisfied (score below five) with nine out of sixteen components. Out of the nine areas of dissatisfaction, six received scores of one. However, the interstate and other major highways received a rating of ten. The Fort Belknap rated the transportation components in a similar fashion. Nine areas were rated below satisfactory. Out of the nine, eight were rated as ones. They

also rated interstates and major highways the highest with a score of nine.

Overall Satisfaction with Transportation System Native American Tribes



When asked to rate their overall satisfaction with Montana's transportation system, the tribal stakeholders responded as seen in Figure 19. Among the three tribes responding to this question, the Rocky Boy Tribes was the most satisfied. The Confederated Salish & Kootenai Tribes was the least satisfied giving a score of 4, which is the same score they gave in the 1997 survey.

Figure 19

In both the stakeholder and general public surveys, respondents were asked to prioritize 21 actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to four. 'No priority' was coded as one and 'high priority' was coded as four. Figure 20 compares the priority scores given by each of the tribes.

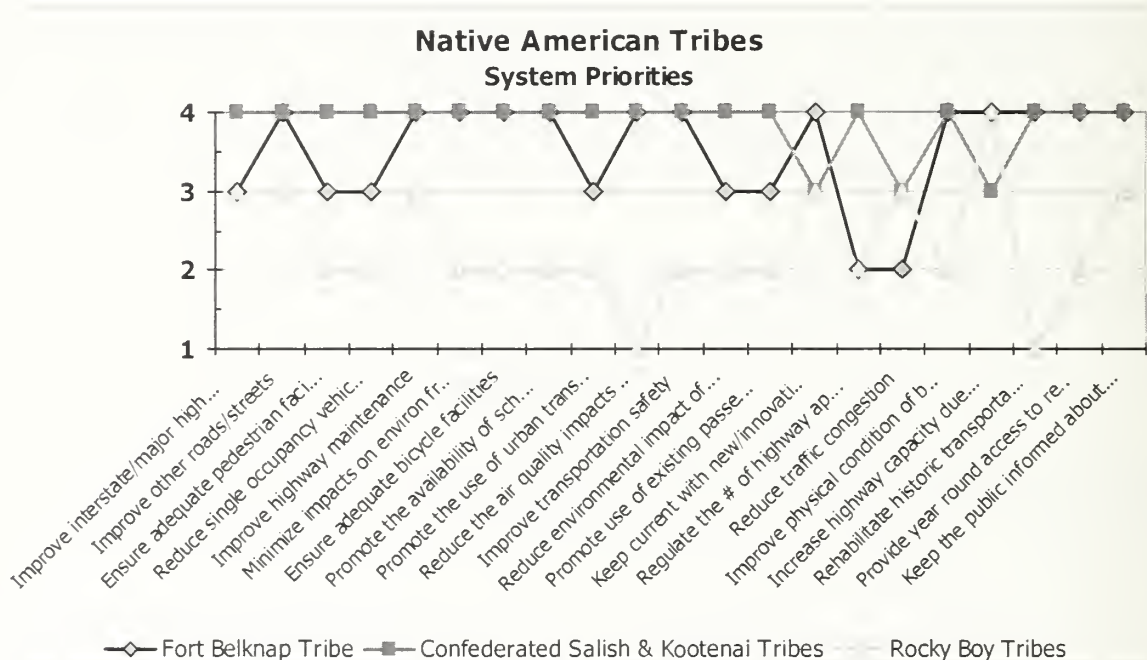


Figure 20

The survey results to this question were similar to the previous question. The Rocky Boy Tribes did not give as widely different answers as the two other responding tribes. The Confederated Salish & Kootenai Tribes and the Fort Belknap Tribe rated everything as a high or medium priority.

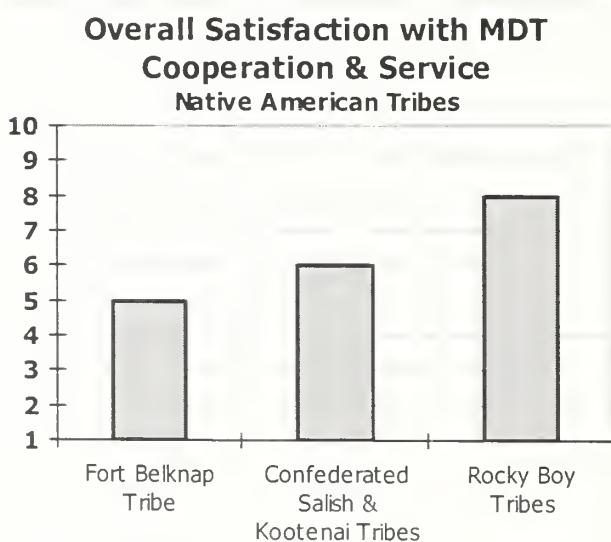


Figure 21

The Rocky Boy Tribes did give two actions a 'no priority' rating. They were 'rehabilitate historic transportation facilities' and 'reduce air quality impacts of roadway use.' The Rocky Boy Tribes gave increase highway capacity due to population growth the highest priority rating.

Respondents were also asked how satisfied they were with the overall level of cooperation and service provided to them by MDT. Using a scale of one to ten, the tribes' responses are shown in Figure 20. The scores in this area increased in 1999.

➤ **Comments**

Respondents were given the opportunity to provide additional input on transportation issues they felt needed to be addressed by MDT. The comment received from the open-ended question is listed below.

Fort Belknap North central Montana, Great Falls to Havre, to Malta, to Grass Range, does not have any public transit systems. No taxis, buses, or rail services.

APPENDIX A

Stakeholder Surveys

Current State of Transportation in Montana

Survey Questionnaire - Part I

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
-Rest areas	1	2	3	4	5	6	7	8	9	10
-Bus depots	1	2	3	4	5	6	7	8	9	10
-Local transit systems	1	2	3	4	5	6	7	8	9	10
-Buses between cities	1	2	3	4	5	6	7	8	9	10
-Air transportation within Montana	1	2	3	4	5	6	7	8	9	10
-Air transportation outside Montana	1	2	3	4	5	6	7	8	9	10
-Passenger rail Service	1	2	3	4	5	6	7	8	9	10
-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana.

(1=No priority 2=Low priority 3=Medium priority 4=High priority)

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by the Montana Department of Transportation (MDT)?



Survey Questionnaire - Part II

How would you rank Montana's ability to move freight in terms of:

Frequency of Service

By Truck -	Poor	Fair	Good	Excellent
By Rail -	Poor	Fair	Good	Excellent
By Plane -	Poor	Fair	Good	Excellent

Reliability of Service

By Truck -	Poor	Fair	Good	Excellent
By Rail -	Poor	Fair	Good	Excellent
By Plane -	Poor	Fair	Good	Excellent

Cost of Service

By Truck -	Poor	Fair	Good	Excellent
By Rail -	Poor	Fair	Good	Excellent
By Plane -	Poor	Fair	Good	Excellent

Accessibility of Facilities

By Truck -	Poor	Fair	Good	Excellent
By Rail -	Poor	Fair	Good	Excellent
By Plane -	Poor	Fair	Good	Excellent

Transit Time to Facility

By Truck -	Poor	Fair	Good	Excellent
By Rail -	Poor	Fair	Good	Excellent
By Plane -	Poor	Fair	Good	Excellent

Facility Capacity

By Truck -	Poor	Fair	Good	Excellent
By Rail -	Poor	Fair	Good	Excellent
By Plane -	Poor	Fair	Good	Excellent

What types of linkages do you or your constituency use?

Air/Truck _____% Rail/Truck _____%
 Air/Rail _____% Truck/Truck _____%

How much do regulations from these governmental agencies impact your operations?

	<u>Very Little</u>	<u>Some</u>	<u>Extensively</u>
City/County -	1	2	3
State -	1	2	3
Federal -	1	2	3

How does NAFTA impact your operations?

Very positively Not impacted
 Somewhat positively Negatively
 Not sure

What two major intermodal freight improvements would you suggest for Montana?

1) _____

2) _____

What possible actions could MDT consider in order to encourage a balanced freight system in Montana?

1) _____

2) _____

3) _____

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied; how satisfied are you with the overall level of cooperation and service provided to you or to your constituency by MDT?

1 2 3 4 5 6 7 8 9 10

Current State of Transportation in Montana

Survey Questionnaire - Part I

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
-Rest areas	1	2	3	4	5	6	7	8	9	10
-Bus depots	1	2	3	4	5	6	7	8	9	10
-Local transit systems	1	2	3	4	5	6	7	8	9	10
-Buses between cities	1	2	3	4	5	6	7	8	9	10
-Air transportation within Montana	1	2	3	4	5	6	7	8	9	10
-Air transportation outside Montana	1	2	3	4	5	6	7	8	9	10
-Passenger rail Service	1	2	3	4	5	6	7	8	9	10
-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana.
(1=No priority 2=Low priority 3=Medium priority 4=High priority)

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by the Montana Department of Transportation (MDT)?



Survey Questionnaire - Part II

How satisfied are you with the overall level of cooperation and service provided to you or to your constituency by MDT? (Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied)

1 2 3 4 5 6 7 8 9 10

What actions would you recommend to improve coordination between the existing local, regional and intercity transportation system providers?

- 1) _____
- 2) _____

For the transportation services listed below, what percentage of their total funding should be provided by federal, state, city/county or public sources?

Local - Elderly/Disabled	Local - General Public	Intercity Bus	Intrastate Passenger Rail	Intrastate Passenger Air
_____ % Federal	_____ % Federal	_____ % Federal	_____ % Federal	_____ % Federal
_____ % State	_____ % State	_____ % State	_____ % State	_____ % State
_____ % City/County	_____ % City/County	_____ % City/County	_____ % City/County	_____ % City/County
_____ % Public	_____ % Public	_____ % Public	_____ % Public	_____ % Public

Do you feel the passenger transportation infrastructure (bus pullouts, curbcuts, terminals, etc.) in your area is:

Adequate ___ Not adequate ___ N/A ___

Is marketing an essential part of your organization's transportation plan?

Essential ___ Somewhat useful ___ Not necessary ___

Should employers be responsible for implementing rideshare programs?

Yes ___ No ___

How interested do you feel the public is about implementing strategies to decrease single occupancy vehicle use in your area?

Very interested ___ Somewhat interested ___ Not interested ___ N/A ___

How would you describe the passenger transportation service in your area in meeting the needs of the elderly and disabled?

Poor ___ Fair ___ Good ___ Excellent ___ N/A ___

How would you describe the passenger transportation service in your area in meeting the needs of the general public?

Poor ___ Fair ___ Good ___ Excellent ___ N/A ___

What possible actions could MDT consider in order to encourage adequate passenger transportation in your area? In Montana?

- 1) _____
- 2) _____
- 3) _____

Current State of Transportation in Montana

Survey Questionnaire - Part I

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
-Rest areas	1	2	3	4	5	6	7	8	9	10
-Bus depots	1	2	3	4	5	6	7	8	9	10
-Local transit systems	1	2	3	4	5	6	7	8	9	10
-Buses between cities	1	2	3	4	5	6	7	8	9	10
-Air transportation within Montana	1	2	3	4	5	6	7	8	9	10
-Air transportation outside Montana	1	2	3	4	5	6	7	8	9	10
-Passenger rail Service	1	2	3	4	5	6	7	8	9	10
-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana.

(1=No priority 2=Low priority 3=Medium priority 4=High priority)

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by the Montana Department of Transportation (MDT)?



Survey Questionnaire – Part II

Environmental

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied, how do you rate MDT's effort to keep customers, constituent groups, and the general public fully informed of all relevant information and upcoming decisions relating to the transportation system.

1 2 3 4 5 6 7 8 9 10

Over the last 10 years, more than 95% of MDT's construction funding has gone to system preservation and modernization (i.e. safety improvements, overlays, reconstruction, seal coat) versus capacity expansion. Do you consider this percentage:

Too high About right Too low

How effective do you think MDT is in complying with state and federal environmental laws and regulations.

Very effective Somewhat effective Not effective Don't know

In recent years MDT has increased its effort to shift transportation demand by encouraging van pools, public transit (MDT provides funding for over 80 transit providers throughout Montana), and bicycling. How would you rank MDT's efforts in providing and promoting alternative transportation in contrast to other responsibilities (i.e. public safety, environmental conformance, system maintenance, accessibility)

Poor Fair Good Excellent

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied, how do you rate MDT's efforts in serving your needs regarding:

Providing timely responses to inquiries

1 2 3 4 5 6 7 8 9 10

Providing technical information upon request

1 2 3 4 5 6 7 8 9 10

Listening to your concerns

1 2 3 4 5 6 7 8 9 10

Providing an adequate notification period of upcoming projects in your area

1 2 3 4 5 6 7 8 9 10

What possible actions could MDT consider in order to improve Montana's transportation system?

- 1) _____
- 2) _____
- 3) _____

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied; how satisfied are you with the overall level of cooperation and service provided to you or to your constituency by MDT?

1 2 3 4 5 6 7 8 9 10

Current State of Transportation in Montana

Survey Questionnaire - Part I

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
-Rest areas	1	2	3	4	5	6	7	8	9	10
-Bus depots	1	2	3	4	5	6	7	8	9	10
-Local transit systems	1	2	3	4	5	6	7	8	9	10
-Buses between cities	1	2	3	4	5	6	7	8	9	10
-Air transportation within Montana	1	2	3	4	5	6	7	8	9	10
-Air transportation outside Montana	1	2	3	4	5	6	7	8	9	10
-Passenger rail Service	1	2	3	4	5	6	7	8	9	10
-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana.

(1=No priority 2=Low priority 3=Medium priority 4=High priority)

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by the Montana Department of Transportation (MDT)?



Survey Questionnaire - Part II

State and Federal Government

How important are transportation issues to your agency on a day-to-day basis

Very important Important Somewhat important Unimportant No impact

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied, how do you rate MDT's efforts in serving your agency's needs regarding:

Timely responses to inquiries

1 2 3 4 5 6 7 8 9 10

Providing technical information upon request

1 2 3 4 5 6 7 8 9 10

Listening to your agency's concerns

1 2 3 4 5 6 7 8 9 10

Cooperating on joint efforts

1 2 3 4 5 6 7 8 9 10

How would you characterize your knowledge of MDT and its activities:

Very knowledgeable Knowledgeable Varies by issue Little knowledge No knowledge

What importance does your agency place on transportation demands when locating new capital facilities and leasing new property:

Very important Important Somewhat important Unimportant N/A

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied, how do you rate MDT's effort to keep customers, constituent groups, and the general public fully informed of all relevant information and upcoming decisions relating to the transportation system.

1 2 3 4 5 6 7 8 9 10

What possible actions could MDT consider in order to promote a balanced transportation system for Montana?

- 1) _____
- 2) _____
- 3) _____

Current State of Transportation in Montana

Survey Questionnaire - Part I

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
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-Air transportation within Montana	1	2	3	4	5	6	7	8	9	10
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-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana.

(1=No priority 2=Low priority 3=Medium priority 4=High priority)

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by the Montana Department of Transportation (MDT)?



Survey Questionnaire - Part II

Using a scale of 1 to 10 where 1 is very unsatisfied and 10 is very satisfied, please indicate how satisfied you are with the following accommodations in Montana:

As a Cyclist

-Rest areas	1	2	3	4	5	6	7	8	9	10
-Separated paths	1	2	3	4	5	6	7	8	9	10
-Shoulder sweeping	1	2	3	4	5	6	7	8	9	10
-Signing	1	2	3	4	5	6	7	8	9	10
-Placement of rumble strips	1	2	3	4	5	6	7	8	9	10
-Bicycle racks	1	2	3	4	5	6	7	8	9	10

As a Pedestrian

-Sidewalks	1	2	3	4	5	6	7	8	9	10
-Rest areas	1	2	3	4	5	6	7	8	9	10
-Shoulder sweeping	1	2	3	4	5	6	7	8	9	10
-Signing	1	2	3	4	5	6	7	8	9	10
-Signal crossings at intersections	1	2	3	4	5	6	7	8	9	10

Using a scale of 1 to 10 where 1 is the least important, indicate the importance of placing the following items on a State Bicycling map:

-Rest areas	1	2	3	4	5	6	7	8	9	10
-Pass elevations	1	2	3	4	5	6	7	8	9	10
-Roadway grade	1	2	3	4	5	6	7	8	9	10
-Camping areas	1	2	3	4	5	6	7	8	9	10
-Service areas	1	2	3	4	5	6	7	8	9	10
-Bicycle shops	1	2	3	4	5	6	7	8	9	10
-County boundaries	1	2	3	4	5	6	7	8	9	10
-Usable shoulder width	1	2	3	4	5	6	7	8	9	10
-Rumble strip locations	1	2	3	4	5	6	7	8	9	10
-Summer Average Daily Traffic (ADT)	1	2	3	4	5	6	7	8	9	10
-Commercial ADT volumes	1	2	3	4	5	6	7	8	9	10
-Points of interest	1	2	3	4	5	6	7	8	9	10
-Wildlife viewing areas	1	2	3	4	5	6	7	8	9	10
-Visitor centers	1	2	3	4	5	6	7	8	9	10

Using a scale of 1 to 10 where 1 is the least important, rate the importance of the following factors concerning riding/walking a particular roadway.

-Availability of sidewalks	1	2	3	4	5	6	7	8	9	10
-Shoulder width	1	2	3	4	5	6	7	8	9	10
-Volume of traffic	1	2	3	4	5	6	7	8	9	10
-Traffic composition	1	2	3	4	5	6	7	8	9	10
-Directness of route	1	2	3	4	5	6	7	8	9	10
-Roadway maintenance	1	2	3	4	5	6	7	8	9	10

Do you or your cycling constituents mostly prefer using:

- A separate bicycle/pedestrian path _____
- The roadway shoulder _____

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied; how satisfied are you with the overall level of cooperation and service provided to you or to your constituency by MDT?

1 2 3 4 5 6 7 8 9 10

Current State of Transportation in Montana

Survey Questionnaire - Part I

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
-Rest areas	1	2	3	4	5	6	7	8	9	10
-Bus depots	1	2	3	4	5	6	7	8	9	10
-Local transit systems	1	2	3	4	5	6	7	8	9	10
-Buses between cities	1	2	3	4	5	6	7	8	9	10
-Air transportation within Montana	1	2	3	4	5	6	7	8	9	10
-Air transportation outside Montana	1	2	3	4	5	6	7	8	9	10
-Passenger rail Service	1	2	3	4	5	6	7	8	9	10
-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana.

(1=No priority 2=Low priority 3=Medium priority 4=High priority)

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by the Montana Department of Transportation (MDT)?



Survey Questionnaire - Part II

Using a scale of 1 to 10 where 10 is a high priority and 1 is a very low priority, how do you prioritize the following actions that could be used to improve the transportation system in your area:

Corridor preservation through land use regulation

1 2 3 4 5 6 7 8 9 10

Corridor preservation through early property acquisition

1 2 3 4 5 6 7 8 9 10

Identification of needed future travel corridors

1 2 3 4 5 6 7 8 9 10

Estimating traffic impacts of new development

1 2 3 4 5 6 7 8 9 10

Assessing developer impact fees

1 2 3 4 5 6 7 8 9 10

Improving traffic flow and safety by limiting access to existing streets

1 2 3 4 5 6 7 8 9 10

Receiving information on the various transportation improvement programs available in Montana

1 2 3 4 5 6 7 8 9 10

Receiving information on the relationship between land use and the transportation system

1 2 3 4 5 6 7 8 9 10

Educational programs on promoting alternative modes of transportation

1 2 3 4 5 6 7 8 9 10

Receiving information on traffic volumes, accidents, level of service, etc.

1 2 3 4 5 6 7 8 9 10

What possible actions could MDT consider to encourage a balanced transportation system in your area?

1) _____

2) _____

3) _____

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied; how satisfied are you with the overall level of cooperation and service provided to you or to your constituency by MDT?

1 2 3 4 5 6 7 8 9 10

Current State of Transportation in Montana

Survey Questionnaire

Using a scale of 1 to 10 where 10 is very satisfied and 1 is very unsatisfied please indicate how satisfied you are with the following.

-Interstate highways	1	2	3	4	5	6	7	8	9	10
-Other major highways	1	2	3	4	5	6	7	8	9	10
-City streets	1	2	3	4	5	6	7	8	9	10
-Airports	1	2	3	4	5	6	7	8	9	10
-Bicycle pathways	1	2	3	4	5	6	7	8	9	10
-Pedestrian walkways	1	2	3	4	5	6	7	8	9	10
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-Bus depots	1	2	3	4	5	6	7	8	9	10
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-Freight rail Service	1	2	3	4	5	6	7	8	9	10
-Taxis	1	2	3	4	5	6	7	8	9	10
-Transit for the elderly or disabled	1	2	3	4	5	6	7	8	9	10

How satisfied are you with the overall transportation system in Montana?

1 2 3 4 5 6 7 8 9 10

Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system in Montana.
(1=No priority 2=Low priority 3=Medium priority 4=High priority)

-Improving the physical condition of the interstates and major highways	1	2	3	4
-Improving the physical condition of other roads and streets	1	2	3	4
-Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings)	1	2	3	4
-Attempting to reduce single occupancy vehicle use	1	2	3	4
-Improving highway maintenance	1	2	3	4
-Minimizing the impacts on the environment due to highway construction	1	2	3	4
-Ensuring adequate bicycle facilities	1	2	3	4
-Promoting the availability of scheduled air service	1	2	3	4
-Promoting the use of urban transit systems	1	2	3	4
-Reducing the air quality impacts of road use	1	2	3	4
-Improving transportation safety	1	2	3	4
-Reducing environmental impact of highway maintenance (dust, chemicals)	1	2	3	4
-Promoting the use of existing passenger rail service	1	2	3	4
-Keeping current with new and innovative transportation technologies	1	2	3	4
-Regulating the number of highway approaches and driveways to preserve corridors	1	2	3	4
-Reducing traffic congestion	1	2	3	4
-Improving the physical condition of bus depots	1	2	3	4
-Increasing the capacity of the highway system in response to population growth	1	2	3	4
-Rehabilitating historic transportation facilities	1	2	3	4
-Providing year round access to rest areas	1	2	3	4
-Keeping the public informed about transportation issues	1	2	3	4

Are there other transportation-related issues that you think need to be addressed by the Montana Department of Transportation (MDT)?

How satisfied are you with the overall level of cooperation and service provided to you by MDT?

1 2 3 4 5 6 7 8 9 10



Montana Department of Transportation

MDT is on the web at www.mdt.state.mt.us

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